	Support Maryland Health Benefit Exchange to Implement the Affordable Care Act (ACA) Maryland Health Benefit Exchange (Exchange) SOLICITATION NO. EXCHANGE – (DHMSO294031) Attachment V - Consolidated Requirements Spreadsheet			
ID#	**Requirement**	**Functionality Currently Exists**	**Development & Customization Required**	**Comments**
Attachment P - Business Requirements Document				
Business Requirements for (I) General Information and Pre-Screening (Phase 1a)				
BR 1	The HIX shall present information on Exchange features and coverage options to all users and will allow customers, case workers and Navigators to perform anonymous pre-screening of the customer's potential for eligibility into a State Health Assistance Program.			
BR 1.1	The HIX shall display general information about Maryland Health Assistance Programs publically for all users to view (without requiring login).			
BR 1.2	The HIX shall display and provide browsing capabilities on the various health options and plans available to users (without requiring login).			
BR 1.3	The HIX shall provide information on the procedures for signing up for health coverage (without requiring login).			
BR 1.4	The HIX shall provide users (including authorized representatives) with the option to complete a pre-screening of potential eligibility for a State Health Assistance Program.			
BR 1.4.1	The HIX shall provide an expert level pre-screening function to Navigators and case workers.			
BR 1.4.2	The HIX shall accept input from Navigators, case workers and customers necessary for pre-screening.			
BR 1.4.3	The HIX shall display the results to Navigators, case workers and customers of the pre-screening assessment of eligibility.			
BR 1.5	The HIX shall be able to flag any information or situations that require the attention of a live person.			
BR 1.6	The HIX shall support additional data-gathering regarding user experience with the QHP and/or quality of care (i.e. surveys, questionnaires, etc.)			
Business Requirements for (II) Application, Registration & Intake (Phase 1a)				
BR 2	The HIX shall allow customers (including authorized representatives acting on their behalf), Navigators and case workers to submit a customer's application for Maryland Health Assistance Programs and register for an account.			
BR 2.1	The HIX shall provide a mechanism to authenticate users' identity to multiple "levels of trust"			
BR 2.1.1	The HIX shall assess if a user requesting a new account already has an account within the system.			
BR 2.1.1.1	If the user already exists, the HIX shall be able to display and help the user to recover the user account login information.			
BR 2.1.2	If the user is new, then the HIX shall allow the user to be registered.			
BR 2.1.3	The HIX shall assess and assign all users a "level of trust" of identity authentication (only those assigned a high level of identity authentication can rely on the Federal Data HUB for verification of eligibility data).			
BR 2.1.4	The HIX shall allow the authentication of the identity of customers electronically, or, if electronic authentication isn't possible or practicable, through other means (e.g., manually).			
BR 2.1.4.1	The Exchange shall have a mechanism to be able to electronically authenticate all users' identity, if allowed by the trust level requirements. (Case workers and/or Navigators may be required to do in person verification.)			
BR 2.1.4.1.1	With respect to applicants, the HIX shall ask for information on the SSN and DOB to allow for authentication of identity based on external data sources.			
BR 2.1.4.1.2	The HIX shall gather information from external data sources like DMV, credit reporting agencies and other public data sources.			
BR 2.1.4.1.3	The Exchange shall ask knowledge-based ID questions based on data gathered from external data sources to facilitate authentication of identity.			

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BR 2.1.4.1.4	The Exchange shall compare the user's answers to the knowledge-based ID questions with data gathered from external sources.			
BR 2.1.4.2	If electronic authentication of identity is not feasible, the Exchange shall allow Customers to authenticate their identity through alternative means, including with the assistance of a case worker.			
BR 2.1.4.2.1	If higher level of trust is required, the HIX may request some proof of identity from Customer and Navigators, e.g. - driver's license, passport, and State ID card.			
BR 2.1.4.2.2	The HIX shall allow Case Workers to attest and record that they have established Customers' proof of identity.			
BR 2.1.4.3	The HIX shall allow for the assessment and recording of a lower "trust level" of authentication for Customer's identity in accordance with State policies.			
BR 2.2	Customers (including authorized representatives acting on someone else's behalf), case workers and Navigators will be allowed to submit applications for Maryland Health Assistance Programs.			
BR 2.3	Account management and case management functions shall be necessary to file an application or redetermination.			
BR 2.3.1	Case workers, Customers and Navigators shall have the ability to deactivate a particular user's case, according to role-based security controls and Maryland policy.			
BR 2.3.2	Case workers, Customer and Navigators shall have the ability to reactivate a users' case according to role based security controls and Maryland policy.			
BR 2.3.3	The system shall ensure that there is a mechanism to check that there are no duplicate Customer cases.			
BR 2.3.3.1	Case workers and Navigators shall have the ability to merge multiple user cases according to role-based security controls and Maryland policy.			
BR 2.3.3.2	Case workers and Navigators shall have the ability to mark a case duplicate, but remain unmerged according to role-based security controls and Maryland policy.			
BR 2.3.4	Case workers, Customer and Navigators shall have the ability to search for a specific Customer's information according to role-based security controls and Maryland policy.			
BR 2.3.5	Case workers, Customer and Navigators shall have the ability to view Customer's information according to role-based security controls and Maryland policy.			
BR 2.3.6	Case workers, Customer and Navigators shall have the ability to add to Customer's information according to role-based security controls and Maryland policy.			
BR 2.3.7	Case workers, Customer and Navigators shall have the ability to change or modify Customer's information according to role-based security controls and Maryland policy.			
BR 2.4	The HIX shall provide account/case management functions (as outlined below) for the management of the Customer's household composition.			
BR 2.4.1	Case workers, Customer and Navigators shall have the ability to search for the Customer's household information and composition according to role based security controls and Maryland policy.			
BR 2.4.2	Case workers, Customer and Navigators shall have the ability to view the Customer's household information and composition according to role-based security controls and Maryland policy.			
BR 2.4.3	Case workers, Customers and Navigators shall have the ability to add, update, modify and delete household composition information in accordance with role-based security controls and Maryland policy.			
BR 2.4.4	The system shall check for duplicate household members within other cases in the system.			
BR 2.4.5	Case workers and Navigators shall have the ability to merge or associate different household members together according to role based security controls and Maryland policy.			

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BR 2.4.6	Hospital officials shall be allowed to have an account and directly enter information on newborns who are eligible for Medicaid.			
BR 2.5	The HIX shall provide account/case management functions (as outlined below) for the management of the Customer's application information intake process.			
BR 2.5.1	Case workers, Customer and Navigators shall have the ability to search for the Customer's eligibility details according to role based security controls and Maryland policy.			
BR 2.5.2	Case workers, Customer and Navigators shall have the ability to view for the Customer's eligibility details (e.g., income sources, citizenship, etc.) according to role-based security controls and Maryland policy.			
BR 2.5.3	Case workers, Customer and Navigators shall have the ability to add new data into the Customer's eligibility details (income sources, citizenship, etc.) according to role-based security controls and Maryland policy.			
BR 2.5.4	Case workers, Customer and Navigators shall have the ability to update the Customer's eligibility details (income sources, citizenship, etc.) according to role based security controls and Maryland policy.			
BR 2.5.5	Case workers, Customer and Navigators shall have the ability to delete Customer's eligibility details (income sources, citizenship, etc.) according to role based security controls and Maryland policy.			
BR 2.5.6	Case workers and Navigators shall have the ability check for duplicate income and/or other eligibility sources within the system for the Customers' household.			
BR 2.5.7	Case workers, Customer and Navigators shall have the ability to merge or associate data on income and/or other components of eligibility for the household.			
BR 2.5.8	Case workers, Customer and Navigators shall have the ability to display the added / modified information to the Case Worker, Customer, and Navigator.			
BR 2.6	The system shall validate Customer application information for completeness of data.			
BR 2.7	Case workers and Navigators shall have the ability to mark Customers active/ inactive.			
BR 2.8	Case workers shall have the ability to submit case for eligibility determination outside of the standard workflow.			
BR 2.9	The HIX shall be able to gather Customer eligibility data from external sources.			
BR 2.9.1	Case workers Customer and Navigators Shall have the ability search external data sources.			
BR 2.9.2	Case workers, Customer and Navigators shall have the ability to view the data collected from the external sources.			
BR 2.9.3	Customers shall have the ability to verify accuracy of external data sources.			
BR 2.9.4	The HIX shall store and process the external data.			

Business Requirements for (III) Eligibility Verification (Phase 1a)				
BR 3	The HIX shall be able to verify information needed to evaluate eligibility for Maryland Health Assistance Programs.			
BR 3.1	Case workers shall have the ability to submit a request for electronic verification if the information has not already been gathered from a trusted source.			
BR 3.2	The Exchange shall electronically verify Customer information.			
BR 3.3	If electronic verification not feasible, the Exchange shall support alternative ways to verify eligibility.			
BR 3.3.1	Case workers and Navigators shall have the ability to search for Customer verification documents that have been loaded into the system.			
BR 3.3.2	Case workers, Customer and Navigators shall have the ability to view the Customer's verification documents.			
BR 3.4	Case workers and Navigators shall have the ability to mark that they have checked the user's stated information against the verification documents.			
BR 3.5	Case workers, Customers and Navigators shall have the ability to view the verification results.			

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BR 3.6	The HIX shall send notification of alternative verification options to Customers when electronic documentation is not available.			
BR 3.7	Case workers, Customers and Navigators shall have the ability to view the notification of alternative verification documentation requirements.			
BR 3.8	Case workers, Customers and Navigators shall have the ability to provide alternative verification.			
BR 3.8.1	Customer and Navigators shall have the ability to submit alternative verification via multiple avenues (e.g., email, mail, phone, fax, walk-in).			
BR 3.8.2	Assistors shall have the ability to register and record the alternative verification was submitted by the Customer.			
BR 3.8.3	Assistors shall have the ability to categorize the alternative verification documentation, including notation as needed.			
BR 3.8.4	Case workers shall have the ability to search for alternative verification documentation, including notation as needed.			
BR 3.8.5	Case workers, Customers and Navigators shall have the ability to view the alternative verification documentation.			
BR 3.8.6	Case workers, Customers and Navigators shall have the ability to mark as active/non-active the alternative verification documentation.			
BR 3.9	Customers shall have the ability to view and validate the verification results.			
BR 3.10	Customers shall have the ability to dispute the verification results.			
BR 3.11	Customers shall have the ability to submit corrections to the verification results.			
BR 3.12	The HIX shall supply data to the rules engine for an eligibility determination.			
Business Requirement for (IV) Eligibility Determination (Phase 1a)				
BR 4	The HIX shall conduct eligibility determinations.			
BR 4.1	The system shall employ a rules engine to determine eligibility of for Maryland Health Assistance Programs.			
BR 4.2	The system shall evaluate eligibility for individual mandate exemptions.			
BR 4.3	The system shall send notification /reports of eligibility determinations to Customers, HHS, and, if applicable, an affected employer.			
BR 4.4	In instances where eligibility is denied, the rule engine shall identify the specific basis for the denial.			
BR 4.5	Case workers, Customers and Navigators shall have the ability to see the eligibility determination result and, if denied coverage, the basis for the denial.			
BR 4.6	Customers shall have the ability to appeal the eligibility determination.			
BR 4.7	Customers shall have the ability to have a reasonable opportunity (90-day period under ACA) to address inconsistencies uncovered in a data match.			
BR 4.8	Customers shall have the ability to acknowledge the eligibility determination.			
Business Requirement for (V) Advance Premium Tax Credit / Subsidy Calculation (Phase 1a)				
BR 5	The HIX shall calculate an estimated Advance Premium Tax Credit.			
BR 5.1	Case workers, Customers and Navigators shall have the ability to view all of the eligibility criteria relevant to the calculations, including household size income, citizenship/immigration status and access to minimum essential coverage on the same page.			
BR 5.2	For purposes of rate calculations, the system shall gather and display any additional data that affects premium obligations (e.g., age, geographic area, and smoking status of applicant (if relevant in Maryland)).			
BR 5.3	The system shall gather from the catalog all suitable plan information for the user.			

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BR 5.4	The system shall calculate an Advance Premium Tax Credit based on the gathered information.			
BR 5.5	Customers shall have the option to accept a lower Advance Premium Tax Credit.			
BR 5.6	Case workers, Customers and Navigators shall have the ability to view alerts regarding the need to provide information on change in circumstances and recalculate the credit as needed.			
Business Requirement for (VI) Plan Presentment & eCommerce HUB (Phase 1a)				
BR 6	The Exchange shall present information on available health plans for Maryland Health Assistance Programs and allow plan selection.			
BR 6.1	At Customers' option, the HIX shall collect more specific information to best match the health plan with their needs.			
BR 6.2	Customers shall have the ability to search for specific plans based on different factors.			
BR 6.2.1	Customers shall have the ability to search for health plans based on geographic area.			
BR 6.2.2	Customers shall have the ability to search for health plans based on specific providers.			
BR 6.2.3	Customers shall have the ability to search for health plans based on cost, benefit structure, quality, and consumer satisfaction.			
BR 6.2.4	Customers shall have the ability to view a list of health plans based on ratings and reviews.			
BR 6.2.5	Customers shall have the ability to view comparative information on each health plan, including premium and cost-sharing information; summary of benefits and coverage; plan level; enrollee satisfaction surveys; quality ratings; medical loss ratio coverage; transparency of coverage measures; and a provider directory.			
BR 6.3	Customers shall have the ability to easily view a consolidated list of the plans that contract with their providers.			
BR 6.4	Customers shall have the ability to compare their top plan options.			
BR 6.5	Customers shall have the ability to sort the health plans based on different factors.			
BR 6.6	Customers shall have the ability to view all the selected health plan options and, if applicable, any related information on premium obligations.			
BR 6.7	Customers shall have the ability to accept, deny or take a reduced Advance Premium Tax Credit.			
BR 6.8	Customers shall have the ability to enroll in the plan.			
BR 6.9	Customers shall have the ability to save the selected health plan and add it to a shopping cart.			
BR 6.10	Customers shall have the ability to go back and start enrolling other household members.			
Business Requirement for (VII) Plan Enrollment (Phase 1a)				
BR 7	The system shall complete the enrollment process.			
BR 7.1	Customers shall have the ability to view all the selected health plans for the individual or household.			
BR 7.2	Customers shall have the ability to select health plans and aggregate the enrollment information for all household members.			
BR 7.3	The system shall transmit the information to QHPs or to Medicaid that is necessary to enroll the applicant.			
BR 7.4	The system shall send eligibility and enrollment information to QHP issuers and/or Medicaid plans on a timely basis.			
BR 7.5	Customers shall have the ability to select primary care providers from their health plan.			
BR 7.6	The system shall send enrollment document upon the selection made by users.			
BR 7.7	The system shall receive an acknowledgement of enrollment information.			
BR 7.8	For QHPs, the HIX shall maintain records of all enrollments through the Exchange and submit enrollment information to HHS on a monthly basis.			
BR 7.9	The HIX shall reconcile enrollment information with QHP issuers and Medicaid on no less than a monthly basis.			

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BR 7.10	The HIX shall allow for and record dis-enrollments and terminations.			
BR 7.11	The HIX shall allow for and record changes in QHP and Medicaid enrollment during special enrollment periods.			
BR 7.12	The HIX shall allow for and record re-enrollments and plan changes during annual open enrollment periods.			
Business Requirement for (VIII) Account / Case Management (Phase 1a)				
BR 8	The system shall manage the Accounts / Cases throughout the process and incorporate and record changes as they are made.			
BR 8.1	The system shall update the user's account information based on the data provided by authorized external sources.			
BR 8.2	Case workers, Customers and Navigators shall have the ability to add, delete or update any information on household composition.			
BR 8.3	Case workers, Customers and Navigators shall have the ability to add, delete or update income information.			
BR 8.4	Case workers, Customers and Navigators shall have the ability to update any citizenship information or immigration status.			
BR 8.5	Case workers, Customers and Navigators shall have the ability to update any information related to other components of eligibility not described above, including access to minimum essential coverage.			
BR 8.6	The system shall reassess and determine eligibility based on the new circumstances.			
BR 8.7	Case workers, Customers and Navigators shall have the ability to view the new determination of eligibility after the change in circumstances.			
BR 8.8	Customers shall have the ability to choose new health plans after the re-determination process based on the new circumstances.			
BR 8.9	Case workers and Navigators shall have the ability to add a narrative to a case and track and maintain changes over time in the narrative.			
BR 8.10	Customers, Case workers and Navigators shall have the ability to maintain and access a history of notices that have been sent to a beneficiary.			
BR 8.11	Customers, Case workers and Navigators shall have the ability to maintain and access a history of a beneficiary's eligibility status over time.			
Business Requirement for (IX) Premium Payment and Tracking (Phase 1a)				
BR 9	The HIX shall provide options for making and tracking premium payments.			
BR 9.1	The HIX shall determine the payment amount based on the health plans selected by the Customer.			
BR 9.2	Customers shall have the ability to view the premium obligation.			
BR 9.3	Depending on decisions made by the Exchange Board, customers may have the ability to pay premiums through the Exchange using one of a variety of payment methodologies.			
BR 9.4	Customers shall have the ability to make payments directly to a QHP.			
BR 9.5	Customers shall have the ability to view the updated payment status.			
BR 9.6	The HIX shall track and provide notices to users on the 90-day premium grace period.			
BR 9.7	The HIX shall allow users with children in MCHP to make MCHP premium payments.			
Business Requirement for (X) Insurance Carrier Management (Phase 1a)				
BR 10	The HIX shall allow for certification, recertification and decertification of QHPs.			

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BR 10.1	The HIX shall provide a mechanism for the gathering of information necessary for the certification, recertification and decertification of health plans.			
BR 10.2	The HIX shall provide support for the certification, recertification and decertification process.			
BR 10.3	The HIX shall gather information on QHPs rate increases.			
BR 10.4	Certified insurance carriers shall have the ability to list their QHPs in the Exchange catalog and present information on them.			
BR 10.5	Certified insurance carriers shall have the ability to access the Exchange catalog and make necessary, approved updates to the plans offered.			
BR 10.6	The HIX shall make sure that all the health plans offered by the certified insurance carriers have all the required information.			
BR 10.7	Certified insurance carriers shall have the ability to provide premium information in real-time or as part of the catalog.			
BR 10.8	The HIX shall gather information from QHPs on participating providers, quality measures, and other data required of QHPs.			
BR 10.9	The HIX shall gather information needed to support risk adjustment and transitional reinsurance.			

Business Requirement for (XI) SHOP Management (Phase 1b)				
BR 11	The HIX shall allow SHOP employers to facilitate enrollment of their employees into QHPs.			
BR 11.1	The HIX shall evaluate the eligibility of small businesses and their employees for the SHOP.			
BR 11.2	The HIX shall provide notification of eligibility determinations and an opportunity to appeal.			
BR 11.3	The HIX shall display the net cost to employees (after small business contribution) for different plans and for different family composition.			
BR 11.4	The HIX shall allow employees to enroll in QHPs in initial, annual and special enrollment periods.			
BR 11.5	The HIX shall transmit enrollment information on behalf of employees to QHP issuers.			
BR 11.6	The HIX shall provide employees with notice as to the effective date of coverage.			
BR 11.7	The HIX shall allow SHOP employers to identify / manage the employees within the Exchange.			
BR 11.8	The HIX shall display the QHP costs for the employee pool.			
BR 11.9	The HIX shall provide small businesses with an aggregated monthly bill for the cost of employees' coverage.			
BR 11.10	The HIX shall make payments to QHPs on behalf of SHOP employers.			
BR 11.11	The HIX shall allow SHOP owners to view and track the premium payment.			
BR 11.12	The HIX shall allow employers to terminate their SHOP coverage.			
BR 11.13	The HIX shall notify QHPs when an employer terminates coverage and ensure coverage is discontinued.			
BR 11.14	The HIX shall allow employees to terminate their coverage and provide notice to employers of any such terminations.			
BR 11.15	The HIX shall notify small businesses when annual election period is approaching.			
BR 11.16	The HIX shall notify employees when annual election period is approaching.			
BR 11.17	The HIX shall allow for employees to enroll in a SHOP plan during a special enrollment period.			
BR 11.18	The HIX shall receive and maintain records of enrollment in QHPs.			
BR 11.19	The HIX shall reconcile enrollment information and employer participation information with QHPs at least monthly.			

Business Requirement for (XII) Agent/ Navigator Management (Phase 1a - 1b)				

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BR 12	The HIX shall provide a way for Customers to have access to Navigators and shall provide Agent /Navigators' access into the Exchange portal.			
BR 12.1	Customers shall have the ability to contact Navigators for assistance.			
BR 12.2	The HIX shall allow qualified Agents/Navigators to enter the portal.			
BR 12.3	The HIX shall allow Agents/Navigators create an account with the Exchange.			
BR 12.4	The HIX shall require proof of identity from the Agent/Navigator.			
BR 12.5	If applicable, the HIX shall gather certification information from the Agent/Navigator.			
BR 12.6	The HIX shall verify the information provided by the Agent/Navigator.			
BR 12.7	The HIX shall create an account for the Agent/Navigator.			
Business Requirement for (XIII) Reports (Phase 1a)				
BR 13	The HIX shall generate data and reports needed for relevant agencies and stakeholders.			
BR 13.1	The HIX shall generate data and reports needed to comply with federal audit and oversight requirements.			
BR 13.1.1	The HIX shall generate data and reports needed to comply with federal Exchange, Medicaid and CHIP Quality Control initiatives (e.g., PERM).			
BR 13.1.2	The HIX shall generate data and reports needed to apply for and demonstrate appropriate use of federal grant funding.			
BR 13.1.3	The HIX shall generate data on the administrative costs of the Exchange and waste, fraud and abuse as required by the ACA.			
BR 13.2	The HIX shall generate reports for Maryland policymakers on key success metrics.			
BR 13.2.1	The HIX shall generate data and reports on enrollment trends.			
BR 13.2.2	The HIX shall generate data and reports on eligibility determination outcomes.			
BR 13.2.3	The HIX shall generate data and reports on plan selection choices.			
BR 13.3	The HIX shall generate data and reports on trends in premiums.			
BR 13.4	The HIX shall generate data and reports to support management of Assistors (e.g., Case Workers and Navigators).			
BR 13.5	The HIX shall generate reports and data on the consumer experience.			
BR 13.5.1	The HIX shall generate reports and data on consumer use of the Technology Platform.			
BR 13.5.2	The HIX shall generate reports and data on consumer feedback.			
Business Requirement for (XIV) Outreach (Phase 1a - 1b)				
BR 14	The HIX shall support outreach initiatives.			
BR 14.1	The HIX shall send information via mail, e-mail, text, etc. to individual Customers.			
BR 14.2	The HIX shall ask Customers for their preferred mode of communication.			
BR 14.3	The HIX shall ask for the consent of the Customers regarding receiving optional information.			
BR 14.4	The HIX shall provide Customers with reminders to update their circumstances and renew eligibility for subsidies/assistance.			
BR 14.5	The HIX shall update the Customers with any relevant amendments to the public laws or rules and regulations posted by the federal or State government on healthcare.			
BR 14.6	The HIX shall support external outreach efforts, such as use of mass media.			
BR 14.7	The HIX shall provide Customers with information about Navigators and other consumer assistance services.			

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Business Requirement for (XV) Notifications (Phase 1a)					
BR 15	The HIX shall send notifications to all the users using different modes of communication.				
BR 15.1	The HIX shall send notifications to the Customers, alerting them to submit required eligibility or verification information.				
BR 15.2	The HIX shall send notifications to the Customers who have not completed their applications.				
BR 15.3	The HIX shall send notifications to the Customers who have not completed their applications and let them know when they will expire.				
BR 15.4	The HIX shall send notifications to the Customers informing them of enrollment periods.				
BR 15.5	The HIX shall send notifications to the Customers and Small Businesses informing them of the due dates for premium payments.				
BR 15.6	The HIX shall send notifications to the Customers regarding the enrollment process and the status of their application.				
BR 15.7	The HIX shall send notifications to the Customers regarding the appeal process and in the status of their appeal.				
BR 15.8	The HIX shall send notifications to the Customers whenever any changes have been made to any application.				
BR 15.9	The HIX shall publish information on the finances of the Exchange.				
BR 15.10	The HIX shall send notification to Employers when their employees qualify for a subsidy.				
General Business Functions (XVI) (Phase 1a)					
BR 16	The HIX shall be operational by October 1, 2013.				
BR 16.1	The HIX shall maintain the security requirements set forth by the federal and State government.				
BR 16.2	The HIX shall be scalable and flexible enough to accommodate any changes required by State and/or federal statute, mandate, decision or policy.				
BR 16.3	The HIX shall be designed and developed using a component-based architecture that is modifiable and reusable.				
BR 16.4	The HIX shall be capable of interfacing with external systems.				
BR 16.5	The HIX shall be designed, built and deployed with Enterprise Architecture best practices.				
BR 16.6	The HIX shall be built with a vision of cost sustainability by 2015.				
BR 16.7	The HIX shall have a rules engine as specified by 42 CFR Part 433 and Section 1561 guidance.				
BR 16.7.1	The HIX shall be deployable and maintainable with Service Level Agreements and functionality to ensure operational capabilities and integrity.				
BR 16.8	The HIX shall support multiple languages as determined necessary by DHMH, DHR and the Exchange.				
BR 16.9	The HIX shall support "plain language" as defined in federal regulation.				
BR 16.10	The HIX shall have call center functionality.				
BR 16.10.1	The Exchange's call center shall be able to connect to the IVR.				
BR 16.10.2	The HIX shall provide call center functionality which is capable of integrating with the security platform of the Case Management and HIX.				
BR 16.10.3	The HIX shall provide a mechanism that supports multiple call centers and is capable of expanding into other programs needed by the call centers.				
BR 16.10.4	The HIX shall provide a mechanism by which each call center shall be able to determine its own workflow.				

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Regulations & Statutory Compliances (XVII) (Phase 1a)				
BR 17	The HIX shall specifically abide by the following regulations or statutory compliances:			
BR 17.1	The HIX shall comply with the Patient Protection and Affordable Care Act Section and related guidance and regulations.			
BR 17.2	The Exchange shall comply with Title XIX and related regulations and guidance.			
BR 17.3	The HIX shall comply with Title XXI and related regulations and guidance.			
BR 17.4	The HIX shall comply with the Core Requirements outlined in the Funding Opportunity Announcement for Level 1 Exchange Establishment Grant.			
BR 17.5	The HIX shall comply with the CFR Part 433 Medicaid Program: Federal Funding for Medicaid Eligibility Determination and Enrollment Activities Final Rule.			
BR 17.6	The HIX shall comply with the Office of the National Coordinator's Nationwide Privacy and Security Framework for Electronic Exchange of Individually Identifiable Health Information.			
BR 17.7	The HIX shall comply with the Guidance for Exchange and Medicaid Information Technology (IT) Systems Version 1.0.			
BR 17.8	The HIX shall comply with the Guidance for Exchange and Medicaid Information Technology (IT) Systems Version 2.0.			
BR 17.9	The HIX shall comply with the HIPAA Transaction Codes			
BR 17.10	The HIX shall comply with the Medicaid Information Technology Architecture (MITA) supplements.			
BR 17.11	The HIX shall comply with the Section 504 of the Rehabilitation Act.			
BR 17.12	The HIX shall comply with the Section 6103 of the Internal Revenue Code.			
BR 17.13	The HIX shall comply with the Clinger-Cohen Act (Public Law 104-106).			
BR 17.14	The HIX shall comply with the Exchange Reference Architecture: Foundation Guidance.			
BR 17.15	The HIX shall comply with the Collaborative Environment and Governance Approach – Exchange Reference Architecture Supplement.			
BR 17.16	The HIX shall comply with the Harmonized Security and Privacy Framework – Exchange TRA Supplement.			
BR 17.17	The HIX shall comply with the Eligibility and Enrollment Blueprint – Exchange Business Architecture Supplement.			
BR 17.18	The HIX shall comply with the Plan Management Blueprint – Exchange Business Architecture Supplement.			
BR 17.19	The HIX shall comply with the U.S. Chief Information Officer (US CIO) 25 Point Implementation Plan to Reform Federal Technology Management.			
BR 17.20	The HIX shall comply with the Federal Cloud Computing Strategy.			
BR 17.21	The HIX shall comply with the guidance given by the ONC, mandated by Section 1561 of the Affordable Care Act regarding Electronic Eligibility and Enrollment.			
Business Rules For (XVII) User Administration (Phase 1a)				
BR 18	The HIX shall give case managers, Customers, Navigators, small businesses a view to the system based on their role.			
BR 18.1	The HIX shall provide a mechanism for role-based access control for any changes to the rules or parameters in the rules engine.			
BR 18.2	The HIX shall allow Navigators to enter the Exchange via a customized portal and create and manage cases.			
BR 18.3	The HIX shall allow case workers to enter the Exchange through a customized portal with their log in id and password and create and manage cases.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
BR 18.4	The HIX shall allow supervisors to enter the Exchange through a customized portal with their log in id and password and view and manage all the cases of the case workers under their jurisdiction.			
BR 18.5	The HIX shall allow TPA's/ QHP issuers to access the Exchange through a customized portal in order to add, manage, certify, recertify, and delete their health plans.			
BR 18.6	The HIX shall allow SHOP owners access the Exchange through a custom portal and add or manage health plan options for their employees.			
BR 18.7	The HIX shall allow SHOP employees to access a custom portal where they can view and select among their plans options, enroll their family and manage changes in circumstances.			

Attachment N - Hosting (Optional)

Data Center (Phase 1b)

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
DC 1.	The Offeror may be responsible to provide all hosting services at data center(s) located within the continental United States. All data center operations and technical staff shall be located within the continental United States. There are no exceptions to these requirements.			
DC 2.	Due to the sensitive nature of the information stored at the Data Center, it is imperative that given this Task Order is awarded the Offeror shall maintain strict access controls to safeguard all areas. In taking steps to protect data on managed servers, workstations, and networks, the following ideals shall be addressed: Confidentiality. Ensuring that private data stays private. Integrity. Ensuring that data and system have not been altered in an unauthorized manner. Availability. Ensuring that the systems and data are available when needed. Accountability. All actions are traceable. Assurance. Ensuring that all of the above mentioned elements are in place. The tools and methods to enforce the basic ideal of system security are constantly evolving. As computer attack methods become more sophisticated, so do the tools that are used to defend and protect systems and networks.			
DC 3.	The Offeror may be responsible to ensure that the hardware for regular hosting operations shall be brand-new at the initiation of the contract. Exchange requires a five (5) year technology refresh. This requirement is not only for the initial equipment to be brand-new at contract initiation but also that the contract includes a technical refresh of hosting equipment every five (5) years. If Exchange chooses to exercise the option period, the Offeror shall complete within six (6) months of the start of the option period a technical refresh of hosting hardware.			
DC 4.	The Offeror may be responsible to provide Tier II data center(s) or better in which to house the equipment required under this RFP.			
DC 5.	The Offeror may be responsible to ensure suitable redundant power.			
DC 6.	The Offeror may be responsible to ensure multiple network carriers requiring the data center to have telecommunications redundancy to avoid potential network outages.			
DC 7.	The Offeror's data center may be responsible to meet industry-standard, data center construction, and structural engineering specifications.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
DC 8.	The Offeror may be responsible to provide a Tier II Data Center: Single path for power and cooling distribution with redundant components - 99.741% availability. Tier II data centers are designed with a single-threaded distribution path throughout. This translates into a "Need plus One" capacity (N+1). When critical power paths and other site infrastructure require maintenance, Tier II data centers must be shut down.			
DC 9.	The Exchange Contract Monitor, employees, agents, or representatives may be responsible to, at all times, have the right to enter Offeror's Data Center, or any other places, where the services are being performed, and shall have access, upon request, to interim drafts of Deliverables or work-in-progress. Upon one day's notice, Exchange's representatives shall be allowed to inspect, monitor, or otherwise evaluate the work being performed.			
DC 10.	The Offeror may be responsible to outline the escalation procedure by which urgent issues shall be communicated from the Data Center to the Exchange.			

Disaster Recovery, Backup and Restoration (Phase 1b)				
DR 1	Follow Offeror developed detailed procedures in the event of a disaster including contingency plans, definition of triggers for activating contingency plans, and establishment of business resumption team.			
DR 2	DR/Business Continuity plan shall identify potential system failures for each core business process.			
DR 3	A DR/Business Continuity plan shall contain a risk analysis and risk mitigation for each core business process.			
DR 4	A DR/Business Continuity plan shall contain a definition of minimum acceptable levels of results for each core business process.			
DR 5	The HIX may be responsible to provide check point/restart capabilities and other features necessary to ensure reliability and recovery, including telecommunications for voice and data circuits and disaster recovery.			
DR 6	The Offeror may be responsible to provide hardware back-up for the main processor(s).			
DR 7	The Offeror may be responsible to provide network backup for voice, data, and telecommunications circuits.			
DR 8	The Offeror may be responsible to provide infrastructure for Uninterruptible Power Source (UPS) at both the primary and alternate sites with the capacity to support the system and its components.			
DR 9	The Offeror may be responsible to provide a disaster recovery/business continuity communication plan (including contact information of key personnel that can be contacted and reachable 24X7).			
DR 10	The HIX may be responsible to provide retention and storage of back-up files and software.			
DR 11	The Offeror may be responsible to provide backup of all system tables and files on a daily basis to preserve the integrity of both historical and current data.			
DR 12	The Offeror may be responsible to provide a detailed file backup plan and procedure including the secure off-site storage of all critical transaction and master files, operating instructions, procedures, reference files, system documentation, programs, software, procedures, and operational files. The plan shall also include a schedule for their generation and rotation to the off-site facility. Procedures shall be specified for updating off-site materials. The disaster planning document shall be in place before operations are assumed and must be kept up-to-date. All proposed off site procedures, locations, and protocols shall be approved in advance by the Exchange.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
DR 13	The Offeror may be responsible to backup all HIX files and data on a media and in a format approved by the Exchange. HIX back-up files shall be encrypted. The key for encryption shall not be stored with the HIX backup files and data. The encryption process shall be performed and verified prior to shipping the files and data backups off-site. The Exchange reserves the right to audit the back-up process at its discretion.			
DR 14	The Offeror may be responsible to provide maintenance of current system documentation, user documentation, and all program libraries related to disaster recovery/business continuity.			
DR 15	The Offeror may be responsible to make the DR/Business Continuity plan available online and in hard copy and provide the Exchange with up-to-date copies within 10 calendar days whenever changes are required.			
DR 16	The Offeror may be responsible to perform an annual review of the disaster recovery back-up site, procedures for all off-site storage, and validation of security procedures. A report of the back-up site review shall be submitted within 15 calendar days of the review. The Exchange reserves the right to inspect the disaster recovery back-up site at any time with 24-hour notification.			
DR 17	The Offeror may be responsible to demonstrate the execution of the disaster recovery/business continuity plan for all critical system components at a remote site once during the first year of the Contract period and annually thereafter. The demonstration at the remote site shall be performed for all functions.			
DR 18	The Offeror may be responsible to perform the disaster recovery/business continuity plan demonstrations at no additional cost to the Exchange. Failure to successfully demonstrate the procedures may be considered grounds for termination of this contract. The Exchange reserves the right to waive part or all of the demonstrations. In the event the Offeror's demonstration is deemed by the Exchange to be unsuccessful, the Offeror shall continue to perform the demonstration until satisfactory to the Exchange, at no additional cost.			
DR 19	The Offeror may be responsible to maintain a foolproof failover support for systems and servers, for immediate disaster recovery for HIX, at all times.			
DR 20	All current, historical, and archived data, tables, and files in the HIX and ancillary systems may be responsible to be protected in an off-site location approved by the Exchange to mitigate the risk of a natural disaster or man-made disaster. The Offeror shall: a). Provide an alternate business area site in the event the primary business site becomes unsafe or inoperable. b). Restore EVS operations within 24 hours and resume all remaining critical operations within five (5) work days following a disaster. All critical operations shall be clearly defined in the Offeror's the Exchange approved Disaster Recovery Plan. c). Establish back-up and support procedures to accommodate the loss of online communication between the Offeror's processing site and the Exchange. These procedures shall specify the alternate location for the Exchange to utilize the HIX online system and ancillary systems in the event the HIX and/or ancillary systems are down in excess of two (2) workdays. d). Regularly perform necessary backups of all system database tables and data files to preserve the integrity of both historical and current data.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
	e). Maintain an approved disaster recovery and back-up plan at all times. It is the sole responsibility of the Offeror to maintain adequate backup to ensure continued automated and manual processing. The plan shall be available to CMS, the Exchange, or State auditors at all times.			
	f). Provide an inventory report of all systems database tables, data, and files backed up and archived as specified and upon the Exchange request.			

Attachment O - Operations (Optional)

Technology Refresh (Phase 1b)

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
TR 1	The Offeror may be responsible to describe in its methodology the most cost-effective approach to technologically refreshing the HIX and service equipment. The Offeror's response to this RFP shall include Long Range Planning.			
TR 2	The Offeror may be responsible to understand, develop, and confirm the Exchange's future business and IT requirements.			
TR 3	The Offeror may be responsible to assist in the development and update of long-range, comprehensive planning for Exchange's HIX, including processes, technical architecture and standards. While Exchange will be primarily responsible for the Long-Range IT Plan, the Offeror shall serve as a key collaborator. The Long-Range IT Plan will be updated on an annual basis, and will include a rolling three (3) year projection of anticipated changes (subject to the Exchange business and planning requirements).			
TR 4	The Offeror may be responsible to implement automate manual tasks.			
TR 5	The Offeror may be responsible to support the Exchange in the discussion and presentation of potential new technology products and service offerings.			
TR 6	The Offeror may be responsible to facilitate and encourage active cross-functional, cross-group and cross-location coordination and communication related to new technology and automation.			
TR 7	The Offeror may be responsible to proactively develop strategies and approaches for future IT delivery that the Offeror believes will: • Provide Exchange with competitive advantages; • Improve customer satisfaction; or • Result in increased efficiency, performance, or cost savings.			
TR 8	The Offeror may be responsible to assist the Exchange in identifying projects to be performed and defining high-level schedules and cost benefit analysis.			
TR 9	The Offeror may be responsible to provide as part of each annual planning cycle, specific, short-term steps and schedules for projects or changes expected to occur within the first twelve (12) months.			
TR 10	The Offeror may be responsible to assist the Exchange in specifying the equipment and software architecture and standards.			
TR 11	The Offeror may be responsible to provide reasonable access to specialists within the Offeror's organization as needed, to assist the Exchange in developing and implementing the Long-Range IT Plan.			
TR 12	The Offeror may be responsible to plan and project costs to maintain, provide, replace, or eliminate any software which should include the impact to any current processes.			
TR 13	The Offeror may be responsible to anticipate and plan for possible application interface problems due to more current releases of software proposed.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
TR 14	The Offeror may be responsible to schedule with advance notification (at least two (2) weeks) for new releases/maintenance features and enhancements.			
TR 15	The Offeror may be responsible to evaluate and provide written assessments and recommendations for new products.			
TR 16	The Offeror may be responsible to document the support approach from an application interface and communication perspective including the capability to maintain current application interfaces with other agencies and outside Offerors.			
TR 17	The Offeror may be responsible to perform impact studies prior to the upgrade of system and third-party software. All enhancements shall be initiated through the Change Control Board (CCB).			
TR 18	The Offeror may be responsible to develop plans for the Exchange to maintain technological currency, take advantage of technology advances during the term of the contract, and avoid locking in older architecture.			
TR 19	The Offeror may be responsible to maintain a "Best Practices" approach to identifying and applying proven techniques and tools from other installations within its operation that would benefit the Exchange either operationally or financially.			
TR 20	The Offeror may be responsible to provide on an annual basis, a detailed technology plan for the Exchange for approval. This plan shall include an assessment of the current technologies and recommendations for actions during the next three (3) years. The Offeror shall meet with key stakeholders to develop the Offeror's approach to developing and maintaining a technology plan and interacting with the Exchange.			

Call Center (Phase 1b)				
HD 1	The Offeror may be responsible to maintain a Level One and Level Two Help Desk support.			
HD 2	The Offeror Help Desk staff may be responsible to be available 24 hours a day, 7 days a week. The Level Two Help Desk must respond to calls using the same timeframes imposed on Level One Help Desk staff. The volume of calls after normal State business hours should decrease sharply. The Offeror may utilize a variety of levels of support, such as by pager. One Help Desk to each PR.			
HD 3	The Offeror may be responsible to provide Help Desk coverage in the form of answering Help Desk telephone calls such that the Offeror seamlessly represents the Exchange.			
HD 4	The Offeror may be responsible to log all calls utilizing an automated problem tracking and management system approved by the Exchange.			
HD 5	The Offeror may be responsible to promptly document reported problems upon receipt, and monitor, control, communicate, and report on each problem until it is resolved and/or completely corrected.			
HD 6	The Offeror may be responsible to escalate unresolved problems according to procedures established by the Exchange.			
HD 7	The Offeror may be responsible to maintain appropriate and timely communications with the Exchange and affected users on all problems through resolution.			
HD 8	The Offeror may be responsible to provide a mechanism for expedited handling of problems that are of high business priority.			
HD 9	The Offeror may be responsible to correct all problems within the scope of Offeror responsibility. A problem will not be considered to be corrected until the Offeror receives validation from the Exchange that the issue is resolved to Exchange's satisfaction (confirmation from the individual that first reported the problem or an appropriate designee).			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
HD 10	The Offeror may be responsible to proactively provide reports on problems, including statistics on total number of problems, outstanding problems, and resolution time. Investigate, verify, record, and report hardware and system non-performance or downtime, and software errors.			
HD 11	The Offeror may be responsible to conduct weekly problem review meetings to assess status, areas of process improvement, and overall ongoing activities.			
HD 12	When categorizing problem reports (PR), the following priority levels should be used: 1. High Priority - This may include instances when the server is not operational or a major function of the server is not operational for multiple users during scheduled availability. 2. Normal Priority - This may include instances when a minor function of the server is not operational for one or more users (and the users may continue to utilize other application functions despite the outage) or an authorized user has questions about specific web server functionality or needs assistance using the service. 3. Low Priority - This may include instances when the server is not operational for one or more users during scheduled unavailability (either a scheduled downtime or during the regularly scheduled hours of unavailability) or a major function of the server is reported as non-operational during the time for which normal service is not available. ,All enhancement requests received after hours by the Offeror are automatically logged as Low Priority, but are reviewed by the Offeror and relayed to the appropriate The Exchange for prioritization and authorization, as applicable.			
	PR severity level definitions are based on the loss of system functionality and customer impact. The severity levels are as follows: • Severity 1 – Critical. The system is inoperable and the inability to use the system has a critical impact on program operations. Severity 1 problems apply to production environments unless mutually agreed upon by the Exchange Contract Monitor and the Offeror. • Severity 2 – Severe. The system is usable, but an essential component of the system is malfunctioning and substantially impacts program operations. Severity 2 problems apply to production environments unless mutually agreed upon by the Exchange Offeror Manager and the Offeror. • Severity 3 – Moderate. The system is usable but is not functioning in accordance with specifications and the then-current user documentation for the applicable release of software, and the error condition has no substantial impact on program operations. PR Acknowledgement – Problem Reports must be acknowledged by an Offeror technical consultant during normal State business hours and during non-standard hours. Acknowledgement means that the Offeror has received, categorized, and logged the PR. The acknowledgement time for a PR is dependent on its severity. • Severity 1 – Critical. During normal State business hours: Severity 1 problems must be acknowledged within 15 minutes on a weekly average, not to exceed 30 minutes in any specific instance. During non-standard hours: Severity 1 problems must be acknowledged within 1 hour on a weekly average, not to exceed 90 minutes in any specific instance.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
HD 13	• Severity 2 – Severe. During normal State business hours: Severity 2 problems must be acknowledged within 1 hour on a weekly average, not to exceed 2 hours in any specific instance. During non-standard hours: Severity 2 problems must be acknowledged within the next 1 standard working hour on a weekly average of the next business day, not to exceed 2 hours in any specific instance.			
	• Severity 3 – Moderate. During normal State business hours: Severity 3 problems must be acknowledged within 2 hours on a weekly average, not to exceed 3 hours in any specific instance. During non-standard hours: Severity 3 problems must be acknowledged within the next 2 normal State business hours on average of the next business day, not to exceed 3 hours in any specific instance.			
	PR Resolution – A resolution to a problem report means (1) a software fix has been tested and implemented, (2) a "work-around" has been provided that allows normal system functionality and program operations, (3) an answer or solution to non-software related issues has been given, or (4) the PR is determined not to be a problem. The resolution time for a PR is dependent on its severity.			
	• Severity 1 – Critical. The Offeror must work on the critical problem continuously until resolved and must have a resolution within 24 hours of acknowledgement.			
	• Severity 2 – Severe. The Offeror must have a resolution within five (5) business days of acknowledgement.			
	• Severity 3 – Moderate. The Offeror must have a resolution within 20 business days of notification. Generally, moderate problems that result in software resolutions are provided in the next scheduled Offeror production release of the software.			
	Notification Procedures – On Severity 1 and Severity 2 PRs, the Exchange Contract Monitor and the Exchange Chief Technical Officer must be notified immediately via telephone or cell phone by the Offeror.			
HD 14	The Call Center Management System may be responsible to be able to monitor and provide real-time reporting and forecasting software for:			
	a). Abandon rate			
	b). Availability and agent utilization			
	c). Average speed of answer (ASA)			
	d). Call length			
	e). Contact volume			
	f). Customer satisfaction			
	g). Handle time			
	h). One-call resolution rate			
	i). Peak hour statistics			
	j). Identification of historical trends.			

Attachment Q - Detailed Technical Requirements

Internal Quality Assurance (Phase 1a)

	Support Maryland Health Benefit Exchange to Implement the Affordable Care Act (ACA) Maryland Health Benefit Exchange (Exchange) SOLICITATION NO. EXCHANGE – (DHMSO294031) Attachment V - Consolidated Requirements Spreadsheet			
ID#	**Requirement**	**Functionality Currently Exists**	**Development & Customization Required**	**Comments**
QA 1	The Exchange, or a designee, may conduct performance and/or compliance reviews, reviews of specific records or other data as determined by the Exchange. Reasonable notice shall be provided for reviews conducted at the Offeror's place of business. Reviews may include, but shall not be limited to, reviews of procedures, computer systems, accounting records, payroll audits, and internal quality control reviews. There shall be no additional charge to the Exchange in association with internal quality assurance reviews.			
Product Training (Phase 1a)				
PT 1.	The Offeror shall supply master copies of all training materials, including quick reference guides for each training module, and train all users in the features of the system relevant to their job functions until the rollout of HIX is completed.			
PT 2.	The Offeror shall coordinate with the Exchange's printing office to design materials which suit the Exchange's reproduction capabilities, and to ensure the materials are produced and distributed as needed.			
PT 3.	The Offeror shall provide an electronic version of all materials, and ensure that they are kept current to the production release for the duration of the Offeror's contract.			
PT 4.	The Offeror shall provide the Exchange with copy and distribution rights to all training materials created for the HIX.			
PT 5.	The Offeror shall provide training services and change management services consistent with the requirements identified throughout this RFP.			
PT 6.	The Offeror is responsible for all HIX user and technical training.			
PT 7.	The Offeror shall train all users in the features of the system relevant to their job functions until the rollout of the HIX is completed.			
PT 8.	The Offeror shall provide training consisting of conventional classroom training supplemented by self-guided computer-based instructional CDs, and web-based training. Through the completion of rollout, the Offeror shall create master copies of all class materials, including course books, exercise books, tests, and evaluations.			
PT 9.	The Offeror shall develop training materials that directly map to the trainer's lectures and demonstrations.			
PT 10.	The Offeror shall ensure proper classroom size, setup, cleanup, attendance, testing, documentation, and course evaluations.			
PT 11.	The Offeror shall provide implementation training prior to each office's scheduled rollout of each module of the HIX.			
PT 12.	The Offeror shall tailor the curriculum to the training attendees.			
PT 13.	The Offeror shall administer tests and course evaluations at the end of each course.			
PT 14.	The Offeror shall produce PowerPoint™ or similar materials for classroom course presentation or hard-copy publication for all courses.			
PT 15.	The Offeror shall maintain all training materials to reflect the latest version of the HIX.			
PT 16.	The Offeror shall provide a dedicated training room with appropriate equipment for use in training of the Exchange-designated staff in the use of the system, including interfaces.			
PT 17.	The Offeror shall furnish and maintain appropriate hardware, software, and telecommunications to support the development, maintenance, and presentation of training program(s) and materials.			
PT 18.	The Offeror shall equip the training facility for an effective learning environment with desks, chairs, computers tables, whiteboard, flip charts, and access to electronic information.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
PT 19.	The Offeror shall provide a forum to allow users to submit questions concerning HIX use and provide responses to those questions.			
PT 20.	The Offeror shall provide training plans and training materials to the Exchange for review, feedback, comments, and approval one (1) month prior to delivery of a training session.			
PT 21.	The Offeror shall provide the updated version of training materials to the Exchange within fifteen (15) calendar days of receipt of the identified change(s) or sooner if there is a scheduled training session that shall be impacted.			

User Training (Phase 1b)				
UT 1.	The Offeror may be responsible to supply master copies of all training materials, including quick reference guides for each training module, and train all users in the features of the system relevant to their job functions until the rollout of HIX is completed.			
UT 2.	The Offeror may be responsible to coordinate with the Exchange's printing office to design materials which suit the Exchange's reproduction capabilities, and to ensure the materials are produced and distributed as needed.			
UT 3.	The Offeror may be responsible to provide an electronic version of all materials, and ensure that they are kept current to the production release for the duration of the Offeror's contract.			
UT 4.	The Offeror may be responsible to provide the Exchange with copy and distribution rights to all training materials created for the HIX.			
UT 5.	The Offeror may be responsible to provide training services and change management services consistent with the requirements identified throughout this RFP.			
UT 6.	The Offeror may be responsible for all HIX user and technical training.			
UT 7.	The Offeror may be responsible to train all users in the features of the system relevant to their job functions until the rollout of the HIX is completed.			
UT 8.	The Offeror may be responsible to provide training consisting of conventional classroom training supplemented by self-guided computer-based instructional CDs, and web-based training. Through the completion of rollout, the Offeror shall create master copies of all class materials, including course books, exercise books, tests, and evaluations.			
UT 9.	The Offeror may be responsible to develop training materials that directly map to the trainer's lectures and demonstrations.			
UT 10.	The Offeror may be responsible to periodically update training materials to reflect improvements suggested by the Exchange staff.			
UT 11.	The Offeror may not be required to provide training in basic personal computer skills.			
UT 12.	The Offeror may be responsible to ensure proper classroom size, setup, cleanup, attendance, testing, documentation, and course evaluations.			
UT 13.	The Offeror may be responsible to tailor the curriculum to the training attendees.			
UT 14.	The Offeror may be responsible to administer tests and course evaluations at the end of each course.			
UT 15.	The Exchange may be responsible to provide electronic lists of staff by office, by job function, and by training track needed to the Offeror.			
UT 16.	The Offeror may be responsible to schedule the date and location for each trainee, and allow supervisors to request changes to that schedule.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
UT 17.	The Offeror may be responsible to track staff / trainers attendance and course completion.			
UT 18.	The Offeror may be responsible to record training information, attempt to reschedule staff as needed, and provide training reports.			
UT 19.	The Offeror may be responsible to provide Supervisors with generic Case Worker training along with additional training on supervisory functions such as supervisory reports, caseload balancing, and case transfers.			
UT 20.	The Offeror may be responsible to provide individualized training to all the Exchange-designated users authorized to access, view, and use the system in the use of all components of the HIX and any supporting components. Offsite staff and other the Exchange business partners, as determined by the Exchange, shall have the same training made available to them.			
UT 21.	The Offeror may be responsible to develop or use a COTS product to create and present online training courses and track enrollment and progress.			
UT 22.	The Offeror may be responsible to produce PowerPoint™ or similar materials for classroom course presentation or hard-copy publication for all courses.			
UT 23.	The Offeror may be responsible to maintain all training materials to reflect the latest version of the HIX.			
UT 24.	The Offeror may be responsible to provide a dedicated training room with appropriate equipment for use in training of the Exchange-designated staff in the use of the system, including interfaces.			
UT 25.	The Offeror may be responsible to furnish and maintain appropriate hardware, software, and telecommunications to support the development, maintenance, and presentation of training program(s) and materials.			
UT 26.	The Offeror may be responsible to equip the training facility for an effective learning environment with desks, chairs, computers tables, whiteboard, flip charts, and access to electronic information.			
UT 27.	The Offeror may be responsible to provide the Exchange with a detailed training plan and curriculum on how users shall be initially trained and how ongoing training shall be managed, including training of newly hired State staff.			
UT 28.	The Offeror may be responsible to provide a forum to allow users to submit questions concerning HIX use and provide responses to those questions.			
UT 29.	The Offeror may be responsible to provide training plans and training materials to the Exchange for review, feedback, comments, and approval one (1) month prior to delivery of a training session.			
UT 30.	The Offeror may be responsible to provide the updated version of training materials to the Exchange within fifteen (15) calendar days of receipt of the identified change(s) or sooner if there is a scheduled training session that shall be impacted.			
UT 31.	The Offeror may be responsible to maintain documentation of participation in facilitated training, including training course name, trainer's name, date and location of the training, the Exchange's identified training invitees, persons participating in the training, persons completing or not completing training, and proficiency test results for each trainee.			

Documentation (Phase 1a)				
DR 1.	Upon the Exchange's request, the Offeror shall provide information related to system and subsystem job streams identifying programs, inputs and outputs, controls, job streams, job control language, operating procedures, error correction procedures, error and recovery procedures, estimated run times, file size, storage requirements and average control counts, list of input, output, and intermediate files with job, procedure, and program origination and destination, file specifications, record layouts and descriptions, listings and description of each control report.			

	Support Maryland Health Benefit Exchange to Implement the Affordable Care Act (ACA) Maryland Health Benefit Exchange (Exchange) SOLICITATION NO. EXCHANGE – (DHMSO294031) Attachment V - Consolidated Requirements Spreadsheet			
ID#	**Requirement**	**Functionality Currently Exists**	**Development & Customization Required**	**Comments**
DR 2.	The Offeror shall develop, maintain, electronically store, print, and distribute HIX documentation. Provide one electronic copy to the Maryland Health Benefit Exchange within sixty (60) calendar days prior to the Operations and Maintenance Phase. All HIX documentation shall be maintained online, with access by the Exchange authorized personnel.			
DR 3.	Documentation not approved by the Exchange shall be corrected and resubmitted by the Offeror within fifteen (15) calendar days of the transmittal date. The electronic version of the approved documentation shall be posted to the website within three (3) workdays of the Exchange's approval.			
DR 4.	The Offeror shall provide the staff necessary to manage the documentation tasks and responsibilities in the manner that meets or exceeds Federal, State, and the Exchange requirements.			
DR 5.	The Offeror shall incur all costs required to support documentation task, including facility, staffing, and hardware and software costs, as well as distribution of related reports, forms, and correspondence.			
DR 6.	Documentation shall be available and updated on electronic media (e.g. CD/DVD-ROM, diskette, and cartridge).			
DR 7.	The Offeror shall provide documentation that utilizes industry standard practices for efficient and consistent publications.			
DR 8.	The Offeror shall provide documentation that has all narrative maintained in web page format (e.g. .html or .htm) for online use.			
DR 9.	The Offeror shall provide documentation that is organized in a format that facilitates update and any revisions shall be clearly identified.			
DR 10.	The Offeror shall provide version control for all documentation to maintain historical document archives.			
DR 11.	The Offeror shall provide documentation to include system, program, and application narratives that are written so that they are understandable by persons not trained in data processing.			
DR 12.	The Offeror shall provide documentation that includes data model charts and descriptions.			
DR 13.	The Offeror shall provide documentation that includes metadata source, descriptions, parameters, and usage.			
DR 14.	The Offeror shall provide documented code. Code documentation shall contain: a) Module name and numeric identification b) Module narrative c) Module flow, identifying each program, input, output, & file d) Job streams within each module, identifying programs, e) inputs and outputs, control, job stream flow, operating f) procedures, and error and recovery procedures g) Name and description of input documents, example of documents, and description of fields or data elements on the document h) Listing of the edits and audits applied to each input item including detailed edit logic, claims, Provider types i) Provider category of service's affected, edit disposition, suspense and override data and the corresponding error messages j) Narrative and process specifications for each program.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
DR 15.	The Offeror shall provide documentation that includes screen layouts, report layouts, and data output definitions, including examples and content definitions.			
DR 16.	The Offeror shall provide documentation that includes file descriptions and record layouts, with reference to data element numbers, for all files, including intermediate and work files.			
DR 17.	The Offeror shall provide documentation that includes a listing of all files by identifying name, showing input and output with cross-reference to program identifications.			
DR 18.	The Offeror shall provide documentation that includes facsimiles or reproductions of all reports generated by the modules.			
DR 19.	The Offeror shall provide documentation that includes instructions for requesting reports shall be presented with samples of input documents and/or screens.			
DR 20.	The Offeror shall provide documentation that includes application documentation, release notes, data structures, entity relationship diagrams (ERD's), physical and logical data models, network diagrams, operations manuals, user manuals, training manuals, electronic data interchange (EDI) companion guides, business rules, and all other documentation appropriate to the HIX platforms, operating systems, and programming languages.			
DR 21.	The Offeror shall prepare user manuals for each business area/system component. User manuals shall be made available online, for continual reference by the Exchange and the Exchange designated staff.			
DR 22.	The Offeror shall develop user documentation that is written and organized so that users that are not data processing professionals can learn to access and interpret screens.			
DR 23.	The Offeror shall provide documentation that provides a base document upon which user training materials may be built.			
DR 24.	The Offeror shall be consistent with abbreviations throughout the documentation.			
DR 25.	The Offeror shall provide documentation that includes descriptions of all reports generated within the system, which includes the following: a). A narrative description of each report b). The purpose of the report c). Definition of all fields in reports, including detailed explanations of calculations used to create all data and explanations of all subtotals and totals d). Definitions of all user-defined, report-specific code descriptions and a copy of representative pages of each report, and e). Instructions for requesting reports or other outputs shall be presented with examples of input documents and/or screens.			
Accounting (Phase 1a)				
	The Offeror shall establish and maintain a centralized accounting system in accordance with the following standards (as they may be amended during the term of the contract): a) Title 48 CFR, Chapter 1, Parts 30 and 31 and Chapter 99			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
AR 1.	b) Applicable Federal guidelines, rules, and regulations			
	c) The Exchange guidelines, rules, regulations and provisions of this procurement			
	d) GAAP (Where the Exchange guidelines, rules, regulations and provisions of this procurement are in conflict with GAAP, Title 48 CFR, Chapter 1, Part 30, Title 48 CFR, Chapter 1, Part 31 and/or Title 48 CFR, Chapter 9, then the Exchange guidelines, rules, regulations and provisions of this procurement shall prevail.)			
	e) Maintain accounting records related directly to the performance of the Contract resulting from this RFP			
	f) Maintain accounting records related to the Contract resulting from this RFP separate and apart from other corporate accounting records			
	g) Part 9904.401 relates to cost accounting standards regarding the consistency in estimating, accumulating and reporting costs, and			
	h) The Offeror's methods used in estimating costs shall be consistent with the cost accounting practices used in accumulating and reporting actual costs.			

Development Warranty (Phase 1a)				
DWR 1.	The Offeror shall describe how they propose, through some combination of warranty, maintenance, support and other services, to provide the Exchange with the assistance it requires to ensure that the HIX and associated systems will function properly throughout the Project such that on the go-live date a then-current version of the HIX will be in place with appropriate support to ensure proper functioning on an ongoing basis, with all applicable fees identified.			
DWR 2.	The Offeror shall describe the warranty services proposed in their offer including response times, what corrective action will be taken should issues arise, and any exceptions to the warranty coverage.			
DWR 3.	For all warranty items, the Offeror must correct the source code so that it performs as designed.			
DWR 4.	The Offeror shall provide a warranty on all tools utilized during the development of the HIX.			

Configuration (Phase 1a)				
CR 1.	The Offeror shall be responsible for on-time delivery of application releases per the due dates shown in the most recently approved work plan.			
CR 2.	The Offeror shall be responsible for completing Change Control requests in accordance with the time frames and budgets approved by the Contract Monitor.			
CR 3.	The Offeror shall provide a software and hardware solution that is upgradeable and scalable and preserves solution customizations. The Offeror's hardware and software capacity selections shall support the applications to meet the requirements of this RFP.			
CR 4.	The Offeror shall appropriately size hardware to handle the State's transaction traffic and volume at the Exchange-accepted performance levels.			
CR 5.	The Offeror shall perform resource capacity utilization and capacity planning.			
CR 6.	The Offeror shall implement needed expansions of hardware and network at the Offeror's own expense before 80% of maximum capacity is reached.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
CR 7.	The Offeror shall agree in writing to grant the Exchange perpetual license for the use of any proprietary software for the continuous use of the software shall the Exchange award the Contract for a subsequent takeover of the HIX operations by another Offeror at no further cost.			
CR 8.	The Offeror shall acquire any such computer hardware or software, including licensed software, in such a manner that it may be legally utilized in the HIX.			
CR 9.	The Offeror shall ensure all hardware, software or communications components installed for use by Exchange's staff are compatible with the State currently supported versions of the approved Operating Systems, including, but not limited to, Microsoft Operating Systems, Microsoft Office Suite and Internet Explorer: a) Version upgrades shall be applied in a controlled manner to prevent disruption to users. b) Operating system patches and upgrades shall be tested and implemented in compliance with the Exchange and the State's security policies.			
CR 10.	The Offeror shall utilize automated application and network performance measuring tools for proactive system monitoring, tuning mechanisms, reporting, and trend analysis. Performance monitoring alerts shall be configurable and allow for user notification using multiple communication methods.			
CR 11.	In the event the system fails to meet the applications availability requirements, the Offeror shall furnish replacement equipment of equal or greater capacity having the required characteristics with no increase in cost to the Exchange. The replacement equipment shall be subjected to the same acceptance criteria as for all other products and services provided as part of the Offeror's compliance with the requirements of this RFP.			
CR 12.	The Offeror shall develop a report for the Contract Monitor that documents the calculations (formula), estimates, and assumptions used to size the required HIX hardware and software prior to design acceptance. The report shall explain the logic by which the Exchange-supplied and other data used to project file sizes, transaction volumes, computer loads, and response times. In addition, the report shall describe at the desktop level the minimum configuration of disk storage, memory, and processor speed.			

Technology Refresh (Phase 1a)				
NR 1.	The Offeror shall describe in its methodology the most cost-effective approach to technologically refreshing the HIX and service equipment. The Offeror's response to this RFP shall include Long Range Planning.			
NR 2.	The Offeror shall understand, develop, and confirm the Exchange's future business and IT requirements.			
NR 3.	The Offeror shall assist in the development and update of long-range, comprehensive planning for Exchange's HIX, including processes, technical architecture and standards. While Exchange will be primarily responsible for the Long-Range IT Plan, the Offeror shall serve as a key collaborator. The Long-Range IT Plan will be updated on an annual basis, and will include a rolling three (3) year projection of anticipated changes (subject to the Exchange business and planning requirements).			
NR 4.	The Offeror shall support the Exchange in the discussion and presentation of potential new technology products and service offerings.			
NR 5.	The Offeror shall facilitate and encourage active cross-functional, cross-group and cross-location coordination and communication related to new technology and automation.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
NR 6.	The Offeror shall proactively develop strategies and approaches for future IT delivery that the Offeror believes will: • Provide Exchange with competitive advantages; • Improve customer satisfaction; or • Result in increased efficiency, performance, or cost savings.			
NR 7.	The Offeror shall assist the Exchange in identifying projects to be performed and defining high-level schedules and cost benefit analysis.			
NR 8.	The Offeror shall provide as part of each annual planning cycle, specific, short-term steps and schedules for projects or changes expected to occur within the first twelve (12) months.			
NR 9.	The Offeror shall assist the Exchange in specifying the equipment and software architecture and standards.			
NR 10.	The Offeror shall provide reasonable access to specialists within the Offeror's organization as needed, to assist the Exchange in developing and implementing the Long-Range IT Plan.			
NR 11.	The Offeror shall plan and project costs to maintain, provide, replace, or eliminate any software which should include the impact to any current processes.			
NR 12.	The Offeror shall anticipate and plan for possible application interface problems due to more current releases of software.			
NR 13.	The Offeror shall schedule with advance notification (at least two (2) weeks) for new releases/maintenance features and enhancements.			
NR 14.	The Offeror shall evaluate and provide written assessments and recommendations for new products.			
NR 15.	The Offeror shall document the support approach from an application interface and communication perspective including the capability to maintain current application interfaces with other agencies and outside Offerors.			
NR 16.	The Offeror shall perform impact studies prior to the upgrade of system and third-party software. All enhancements shall be initiated through the Change Control Board (CCB).			
NR 17.	The Offeror shall develop plans for the Exchange to maintain technological currency, take advantage of technology advances during the term of the contract, and avoid locking in older architecture.			
NR 18.	The Offeror shall maintain a "Best Practices" approach to identifying and applying proven techniques and tools from other installations within its operation that would benefit the Exchange either operationally or financially.			
NR 19.	The Offeror shall document and implement a strategy for supporting release N-1 and earlier versions of the HIX for the longer of: the thirty-six (36) month period following version N's general public availability; or the time the applicable third-party Offeror ceases to support such version, unless otherwise directed by the Contract Monitor.			
NR 20.	The Offeror shall document and implement a strategy for using commercially reasonable efforts to support software that is no longer supported by third-party Offerors and make timely recommendations to the Exchange regarding sunset of unsupported software and product replacements.			

Service Oriented Architecture (Phase 1a)				
SR 1.	The HIX shall maintain maximum flexibility to upgrade or replace components in the future and expose components for use by other State agencies.			
SR 2.	The HIX shall maintain the ability to support interoperability and integration across DHMH's, DHR's, and MIA's portfolio of systems.			

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ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
SR 3.	The HIX shall maintain ability to adapt applications to changing technologies.			
SR 4.	The HIX shall maintain and leverage existing investments in desired legacy applications.			
SR 5.	The HIX shall have the ability to quickly and easily create a business process from existing services.			
SR 6.	The service interfaces shall be able to be invoked locally or remotely.			
SR 7.	A service shall be able to be invoked by a variety of protocols. The choice of protocol shall not restrict the behavior of the service. Binding to a specific protocol shall take place at run-time/deployment-time, and not at the design or development time.			
SR 8.	The HIX shall maintain and include a message queuing system using industry standard specifications for messaging.			
SR 9.	The HIX shall integrate with other components in a SOA environment.			

Rules Engine (Phase 1a)				
RER 1.	The HIX shall allow rules to be implemented in a real-time enterprise environment and applied immediately.			
RER 2.	The HIX shall provide a user-friendly, graphical front-end to the Rules Engine enabling designated Exchange users to apply or disable rules without programmer intervention.			
RER 3.	The HIX shall allow for the customization of the rules, shall be flexible to support processing requirements throughout the HIX, and shall be easily adaptable to accommodate timely changes in response to legislative or administrative mandates.			
RER 4.	The HIX shall provide the capability for the user to view rules online and trace rule dependencies, including exceptions.			
RER 5.	The HIX shall Be structured in a module concept so the same Rules Engine can be used by different services or be called as a service itself.			
RER 6.	The HIX shall provide a debugging process that automatically analyzes and identifies logical errors (i.e. conflict, redundancy, and incompleteness) across business rules.			
RER 7.	The HIX shall allow rules to be tested against production data prior to installation.			
RER 8.	The HIX shall contain a process for built-in rule review and approval process that shall identify any conflicts in business rules as they are being developed.			
RER 9.	The HIX shall allow for the tracking and reporting of rules usage.			
RER 10.	The HIX shall produce documentation regarding all business rules in electronic format and accessible via the HIX.			
RER 11.	The HIX shall include an automated rules-based data investigative system. The system shall have rules pre-defined. All rules shall be documented and be able to grow.			
RER 12.	The HIX shall generate alerts for conditions that violate security rules, for example: a). Attempts to access unauthorized data and system function b). Logon attempts that exceed the maximum allowed, and c). Termination of authorized sessions after a specified time of no activity.			
RER 13.	The Rules Engine shall provide the flexibility to define business rules by inclusion or exclusion.			
RER 14.	The Rules Engine shall be pre-populated with all federal and state rules.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
RER 15.	The Rules Engine shall be updated real-time by the vendor upon changes to ensure compliance with legislative and federal mandates.			
RER 16.	The Offeror shall provide business rules to State in human readable format.			

Usability and Accessibility (Phase 1a)				
UAR 1.	The Offeror shall provide web-based HIX access that requires no desktop software except the State-standard version web browser and that complies with recognized usability standards, including, but not limited to: the American Disabilities Act (ADA), Older Americans Act, the Rehabilitation Act Section 508 Subpart B Section 1194.21, etc.			
UAR 2.	The Offeror shall provide a system user interface that is easy to read, user-friendly, and that displays all data elements necessary for a user to perform his/her job function.			
UAR 3.	The Offeror shall design all user interfaces with input from State users and subject to State approval during all phases of the Contract.			
UAR 4.	The Offeror shall provide for resizing of windows to accommodate different monitor sizes and resolution without truncating the windows in the user interface.			
UAR 5.	The Offeror shall provide ability to support dial-up connection and high-speed connectivity.			
UAR 6.	The Offeror shall provide HIX and all enterprise applications availability in accordance with the Service Level Metrics included in this RFP.			
UAR 7.	The Offeror shall provide real-time access to system job and maintenance schedule, submission, and processing statistics, and system performance tools for designated Exchange staff.			
UAR 8.	The Offeror shall provide alerts to the Exchange staff on status of interface data processing (e.g., when processing is completed or error occurs).			
UAR 9.	The Offeror shall ensure that document images are available to users at their desktops.			
UAR 10.	The Offeror shall provide a single point of sign-on for all activities within the HIX system and ancillary components including but not limited to customer relationship management software, rules engine, workflow software, web portal, testing tools, data imaging software, and reporting repository. Entry to the HIX web portal shall support single sign-on from an outside secure web portal.			
UAR 11.	The Offeror shall report its compliance with Section 508 of the Federal Rehabilitation Act and the World Wide Web Consortium (W3C) Web Accessibility Initiative.			
UAR 12.	The Offeror shall report compliance with MD policy regarding accessibility.			

Testing (Phase 1a)				
TR 1.	The Offeror shall perform a System Test of all code developed and unit tested in the development phase. The use of automated industry standard test tools that can support future regression testing is preferred.			
TR 2.	The Offeror shall be knowledgeable regarding Federal Laws, MD State Statutes, and international guidelines have been promulgated to help ensure that persons with disabilities have access to electronic information technology.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
TR 3.	The Offeror shall design and execute a capacity simulation and benchmark test prior to the implementation phase of the HIX. The capacity simulation and benchmark test must incorporate the capacity analysis performed during the design phase and produce information that projects system performance and system capacity under Statewide operations for thirty-six (36) months following Statewide implementation of HIX.			
TR 4.	The Offeror, during the User Acceptance Test (UAT), shall demonstrate that the system software meets the detailed functional requirements and specifications and that the system infrastructure works within the defined constraints.			
TR 5.	The Offeror shall provide a written assessment of the accessibility of its proposed solution.			
TR 6.	The Offeror shall perform UAT throughout the life of the contract including after the development of enhancements or modifications to the HIX.			
TR 7.	All HIX software, including interface software and conversion software, must be system tested by the Offeror prior to User Acceptance Testing. The system test shall utilize all modules, test all interfaces, process all types of input, and produce all reports.			
TR 8.	The Exchange reserves the right to require that certain types of cases and/or transactions are included in any testing. The Offeror shall ensure that system tested HIX software is fully compatible with the HIX supplied operations environment.			
TR 9.	The Exchange shall approve all Offeror testing methods and tools. Changes to the testing methods and tools require formal written approval from the Exchange.			
TR 10.	The Contactor shall conduct repeatable testing utilizing industry standard testing tools in accordance with written processes and procedures approved by the Exchange. The processes and procedures shall not be changed without prior approval by the Exchange. Test plans shall be created for major system changes or as otherwise requested by the Exchange and shall include the following steps: a). Unit Testing (or Bench Testing) b). Integration Testing c). Structured System Data Tests d). Volume Testing e). Operational Readiness Testing f). Parallel Testing g). Beta Testing h). Regression Testing i). User Acceptance Testing			

Change Control Management and Defect Tracking (Phase 1a)				
CCMR 1.	The Offeror shall propose and maintain a Change Management Process / System. This process / system will assist the Exchange staff in establishing reasonable completion dates and setting priorities for modifications.			
CCMR 2.	The Offeror, in conjunction with the Contract Monitor, shall track and report on remigration and rebuild to satisfy defects, bugs, and issues identified and resolved. If rework hours appear to jeopardize on-time release delivery, the Offeror shall present a written mitigation plan to the Contract Monitor, including the provision of additional resources at no additional cost to Exchange.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
CCMR 3.	This Change Control System shall allow the Exchange and the Offeror management staff to review current priorities and timeliness, change priorities by adding new tasks and target dates, and then immediately see the impact of these new priorities on pre-existing priorities and their target dates.			
CCMR 4.	The Offeror shall develop a Change Control Management Plan that sets forth N-1 software versions within one of the current versions.			
CCMR 5.	The Offeror shall implement a Change Control Management System that: a) Supports online entry of new Change System Requests (CSR); b) Provides Offeror and State staff online access to a Change Management System with security levels specified by the Exchange; c) Provides online reporting and status inquiry for all CSRs in the State specified category(s); d) Displays status, reports coding changes, attaches test results, and records all notes from the State and Offeror staff related to each CSR; and e) Produces reports that are downloadable in the State -approved formats.			
CCMR 6.	The HIX shall provide the capability to roll back data and software releases/programs as requested by the State during testing cycles.			
CCMR 7.	The Offeror shall provide the ability to copy production HIX data in a test environment, as needed for testing.			
CCMR 8.	The Offeror shall include documentation of test results on all system changes. This documentation shall be given to the Exchange for review.			
CCMR 9.	The Offeror shall implement environmental and operations controls identical to the production environment, including backups, disaster recovery, and physical and logical security.			
CCMR 10.	The Offeror shall provide complete support for software error correction and problem resolution. The Offeror shall be required to notify the Exchange immediately. The Exchange shall prioritize Priority 1 and Priority 2 errors. The Offeror shall resolve all errors within the following timeframes: Priority 0 Errors (system unavailable) – within 2 hours. Priority 1 Errors (serious production issues) – within 24 hours. Priority 2 Errors (significant production issue where work around is available) – within five business days. Priority 3 Errors (all others) – within an agreed-upon schedule between the Offeror and the Exchange (This shall be measured on a schedule defined by the Exchange.)			
CCMR 11.	The Offeror shall propose a defect reporting and tracking tool.			
CCMR 12.	The Offeror shall provide written explanation, cause, resolution, and timeframe for correction of the error per the Exchange requirements.			

Network Connectivity and Maintenance (Phase 1a)				
NCR 1.	The Offeror shall provide a comprehensive network infrastructure which shall trend system performance and system monitoring as well as perform network and server monitoring.			
NCR 2.	The Offeror shall provide a comprehensive network infrastructure which leverages automatic notifications.			

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ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
NCR 3.	The Offeror shall provide recommendations for performance improvements, system enhancements to gain overall efficiencies based on trend analysis, and other suggestions reliant upon industry standards and best practices.			
NCR 4.	The Offeror shall develop procedures for notifying the Exchange Contract Monitor and the end-user of outages and affected locations.			
NCR 5.	The Offeror shall support on-site visits to field locations to ensure appropriate end-to-end transaction monitoring, as needed and other observation activities at the request of the Exchange Contract Monitor.			
NCR 6.	The Offeror shall propose a plan that includes bringing additional systems online that will at a minimum include CIS, CARES, CSES, SAIL, WORKS, OHEP, eCHILD, and Adoption Notification.			
NCR 7.	The Offeror shall show how the statistical data gathered from the network will be analyzed and presented to the Exchange.			

Online Storage (Phase 1a)				
OSR 1.	Offeror shall perform an assessment to provide provisioning for online storage.			
OSR 2.	Offeror shall provide online storage as provisioned during assessment phase.			
OSR 3.	The Offeror shall provide an approach for remaining current in the knowledge and use of data storage technology and management products.			
OSR 4.	The Offeror shall perform online storage tuning.			
OSR 5.	The Offeror shall assign and initialize online storage volumes as required.			
OSR 6.	The Offeror shall manage the archival of inactive files and reporting on online storage directories.			
OSR 7.	The Offeror shall perform routine monitoring using software tools to measure the efficiency of online storage access and take corrective action as needed (including performance adjustments to equipment and software, or file placement as required to maximize availability, efficiency, and other attributes of service).			
OSR 8.	The Offeror shall manage online storage thresholds and data archives.			
OSR 9.	The Offeror shall manage user directories for file inactivity and including findings in the monthly status report.			
OSR 10.	The Offeror shall maintain and monitor file directories and catalogs.			
OSR 11.	The Offeror shall provide online storage compaction and deduplication as needed and as possible within production processing schedules.			
OSR 12.	The Offeror shall perform data migration and archive management.			
OSR 13.	The Offeror shall monitor data replication (synchronous and asynchronous) for the HIX infrastructure.			

Data (Phase 1a - 1b)				
DR 1.	The Offeror shall properly normalize or de-normalize all tables for efficient operation.			
DR 2.	The Offeror shall include properly set and controlled relations among tables within the databases.			
DR 3.	The Offeror shall include database integrity tools to be used to enforce field and relationship requirements.			
DR 4.	The Offeror shall include controls that are in place to prevent duplicate or orphan records.			
DR 5.	The Offeror shall ensure that all transactions can be recovered; if the entire transaction does not process completely, the entire transaction is rolled back, corrected and error reports are produced.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
DR 6.	The Offeror shall include communications routines that use checksums or other tools to ensure accuracy of the file before it is processed.			
DR 7.	The Offeror shall provide a comprehensive data conversion plan from legacy systems to HIX. The plan should include, but not limited to: Data structure model analysis Data mapping Conversion process design and execution			
DR 8.	The Offeror shall provide reporting, record reconciliation, and test results from functional/system/load/operations readiness/parallel testing and any other testing as requested and required by the Exchange to ensure data was converted and loaded correctly. The Exchange shall approve all data fields, default or valid values, and all conversion plans. The Exchange shall specify dates for data conversion.			
DR 9.	Offeror Records - Unless the Exchange specifies in writing a shorter period, the Offeror shall preserve and make available with no limitation all books, documents, papers, and records of the Offeror involving transactions related to the Contract for a period of seven (7) years from the date of expiration or termination of the Contract. Records and supporting documentation under audit or involved in litigation shall be kept for two (2) years following the conclusion of the litigation or audit.			
DR 10.	HIX Records - The Offeror shall adhere to the Exchange guidelines and policies for retaining HIX system records and files. The HIX record retention business rules shall be extracted from the Exchange records retention rules, policies, and guidelines.			
DR 11.	The Offeror shall agree that authorized Federal, State, and the Exchange representatives shall have access to and the right to examine the items listed above during the seven- (7-) year post-Contract period or until resolution of audits or litigation. During the Contract period, access to these items shall be provided at the Offeror's office. During the seven- (7-) year post-Contract period, delivery of and access to the listed items shall be at no cost to the Exchange.			
DR 12.	The Offeror shall support Master Data Management (MDM) functions, including data standardization and de-duplication and leverage existing Master Data Index (MDI). The MDM shall support a common client index and matching criteria to identify and share data on clients across systems as well as health and social services programs.			
DR 13.	The offeror must be able to cross identify clients with near 100 percent reliability and seamlessly exchange data on shared clients and view client services and history across programs through the use of a shared demographic database or equivalent technological solution.			
Document Imaging and Workflow Management (Phase 1a)				
DIWR 1.	The HIX Document Imaging system shall electronically verify eligibility data with available data from other trusted sources.			
DIWR 2.	The HIX Document Imaging system shall provide real-time sharing of client and case information across program and jurisdictional lines.			
DIWR 3.	The HIX Document Imaging system shall automate the collection and maintenance of client demographic information including client relationships.			
DIWR 4.	The HIX Document Imaging system shall decrease cycle time for determination of eligibility.			

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ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
DIWR 5.	The HIX Document Imaging system shall automate the collection and maintenance of managing, recording, and tracking data.			
DIWR 6.	The HIX Document Imaging system shall automate the collection and maintenance of data for case decision-making, and for planning after a thorough assessment.			
DIWR 7.	The HIX Document Imaging system shall provide Federal and State mandated reports.			
DIWR 8.	The HIX Document Imaging system user interface (UI) design shall leverage the primary UI design architecture for the HIX.			

Web-Portal				
WPR 1.	The Offerors solution shall provide an easy to understand navigation portal. The portal shall be secure, easy to use and shall not require multiple sign-in steps.			
WPR 2.	The Offerors solution shall comply with State usability and content standards (e.g. style guide) and the layout shall provide user-configurable resolution, font, and color choices.			
WPR 3.	The Offerors solution shall provide navigation clues for the users as a way to keep track of their location within programs or documents.			
WPR 4.	The Offerors solution shall be browser-independent and operate for most functions regardless of browser brand, as long as the user's browser has broad usage and the version is recent in publication.			
WPR 5.	The Offerors solution shall provide Offeror contact information and offer interactive online support. This shall allow the Offeror the capability to respond to online questions.			
WPR 6.	The Offerors solution shall have an automatic log off s for registered users after a set amount of inactivity, as defined by the Exchange. A warning message shall be displayed prior to session timeout.			
WPR 7.	The Offerors solution shall have the ability to display client web content in multiple languages.			
WPR 8.	The Offerors solution shall be HIPAA- and HITECH Act-compliant as well as 508 compliant.			
WPR 9.	The Offerors solution shall provide a state-of-the-art user experience.			
WPR 10.	The Offerors solution shall meet the requirements stated in Appendix A of ACA 1561			

Customer Relationship Management (Phase 1a)				
CRMR 1.	The CRM shall manage contacts with, including but not limited to, Providers, Members, and other entities as identified by the Exchange across multimedia communications such as but not limited to: email, letter, phone, fax, web portal, Automatic Call Distribution (ACD) systems, Interactive Voice Response (IVR) application, and other communication devices.			
CRMR 2.	The CRM shall improve collaboration and workflow-driven processes among staff and stakeholders by integrating CRM in workflow, document management, and document imaging technology. Exchange shall approve call center business processes; workflows; IVR design, content, and menu structure prior to implementation and post-implementation changes and enhancements.			
CRMR 3.	The CRM shall accommodate the receipt and tracking of requests or inquiries via telephone, letter, fax, email, web portal inquiries, or any other medium specified by Exchange.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
CRMR 4.	The CRM shall accommodate searches by characteristics such as call type, category, CRM number, name of Provider, Provider number, contact name, member ID, other entity names, service authorization number, category of service, user ID, and any combinations thereof.			
CRMR 5.	The CRM shall have the ability to integrate voice and electronic transactions into a single workflow with integrated queues that allow work blending and load balancing.			
CRMR 6.	The CRM shall assign a unique number to each call/contact.			
CRMR 7.	The CRM shall provide the capability to answer calls in sequence, recording and printing statistics, and indicating calls that have been placed on hold for a specific time limit.			
CRMR 8.	The CRM shall operate interactive voice response system with approved scripts to respond to inquiries using a telephone menu and response system.			
CRMR 9.	The IVR system shall use efficient menus, including an easily accessible option for reaching a live operator. Monitor Provider feedback to menus and options and make continuous improvements based on State and Provider feedback.			
CRMR 10.	The Offeror shall perform Provider and Member surveys regarding the use of the IVR system and accommodate changes at no cost to State to improve design, content and menu structure of IVR. The Exchange shall determine schedule and content of Provider and Member IVR surveys.			
CRMR 11.	The IVR shall employ separate toll-free telephone numbers for Providers and Members.			
CRMR 12.	The CRM shall track call/contacts with basic identifying information such as time and date of contact, Provider number, member number, caller name, contact name, nature of inquiry, length of call, customer representative ID, response provided by staff, status of inquiry, and if status was elevated or referred and to whom.			
CRMR 13.	The CRM shall incorporate work item routing and queuing to send online alerts to identified staff and escalate correspondence and phone contacts that have not been responded to within Exchange-defined timeframes to appropriate supervisory staff.			
CRMR 14.	The CRM shall provide the ability to upload attachments to correspondence records.			
CRMR 15.	The CRM shall provide the ability to view related correspondence records from a single correspondence record.			
CRMR 16.	The CRM shall link scanned images to correspondence and records to provide one view of all related material (e.g., images, letters, interactions, and tracking number).			
CRMR 17.	The CRM shall provide standard letter templates and the ability to add supplemental free-form text specific to the inquiry in order to develop individualized responses for unique or more complex issues.			
CRMR 18.	The CRM shall generate ad-hoc and standard reports for incoming and outgoing correspondence.			
CRMR 19.	The CRM shall provide Exchange with online access to caller information and real-time activity data.			
CRMR 20.	The CRM shall provide the ability to archive and purge calls/contacts/correspondence from the CRM as directed by Exchange.			
CRMR 21.	The CRM shall provide for email as a reliable transaction channel in addition to inbound and outbound voice calls.			
CRMR 22.	The CRM shall provide the ability to store the caller's preferred method of communication, including need for deaf or foreign language interpretation.			
CRMR 23.	The CRM shall provide speech and hearing-impaired customers with the ability to communicate through a Teletypewriter or Telecommunications Display Device (TTY/TDD).			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
CRMR 24.	The CRM shall include Computer Telephone Integration (CTI) to provide personalized routing and work-object handling based upon identifiers received from the caller regarding language and inquiry area and to produce reports on both electronic and voice transactions.			
CRMR 25.	The CRM shall provide quality monitoring tools and processes to enable a continuous improvement cycle for toll-free call center services that include: a). Plug-in/double-jack monitoring b). Silent monitoring (including remote) c). Record and review to assess whether call was answered accurately d). Voice and screen/multi-media monitoring, and e). Conferencing capability.			
CRMR 26.	The CRM shall maintain a minimum of two (2) years of inquiry and correspondence data online, with periodic backups managed by the Customer Relationship Management System administrator. The call center shall have access to a minimum of two (2) years of recordings of assisted calls. The Exchange requires 60 days of recordings to be online and the remaining archive can be "near line" on CD, or DVD.			
CRMR 27.	The CRM will provide the ability for authorized staff to access interactive voice response system remotely.			

Reporting (Phase 1a)				
REPR 1.	The Offerors solution shall meet all federal reporting requirements (see Section 2.4).			
REPR 2.	The Offeror shall update and maintain all data elements as required by the Federal General Systems Design and such additional elements as may be necessary for State to meet all Federal data sets requirements for Federal reporting.			
REPR 3.	The Offeror shall provide business intelligence capability to support a broad range of data analytics to be used for Federal reporting.			
REPR 4.	The Offeror shall develop a security report. The Exchange and the Offeror shall jointly determine the frequency of this report. The report shall contain security-related activities, upcoming security initiatives, and long-range security plans.			
REPR 5.	The Offeror shall develop a report reflective of performance statistics. This performance statistics report shall be presented to the Contract Monitor, and/or the Exchange not less than monthly for the purposes of monitoring Exchange's systems and network activity.			
REPR 6.	The Offeror shall develop a weekly manager-level report provided by the Offeror to the Contract Monitor that tracks key project issues and proposes, next steps and solutions.			
REPR 7.	The following weekly reports and analytical reviews must be developed to meet the Exchange's specific needs: HIX Resource Consumption (usage) – Mainframe and/or Server System Availability – Mainframe and/or Server (Hardware and OS) Application Availability – Mainframe and/or Server Communications Network Availability Response Times From Remote and Local Sites – Mainframe, Online, Batch, Server Storage Usage and Current Availability – Mainframe and/or Server Batch System Performance and Completion of Work			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
	Online System Performance – including general availability and response time from remote locations			
REPR 8.	The Offeror shall develop a custom report outlining system anomalies such as high levels of utilization, poor response times, large number of failed logins, and other abnormal activities, identified, repaired and resolved. This report's frequency shall be dictated by the number of anomalous activities. The report shall include specifics regarding the issues encountered, the measures taken to resolve the anomalies and the resources (Offeror, the Exchange and third-party, as applicable) participating in the process. The Offeror shall also include specific suggestions and recommendations for improvements to the Exchange's existing business activities and protocols to minimize recurrence. The Offeror will provide the report within 48 hours of the resolution of any such issue.			
REPR 9.	The Offeror shall respond to the Exchange's request for ad-hoc or off-cycle reports to meet emergent business needs or address areas of concern. The turnaround time for time for these reports will be determined by the Contract Monitor at the time of request and based upon the urgency of the information. Some of these reports shall be prepared within twelve (12) hours of request and provided via email to the Contract Monitor or Exchange designee.			
REPR 10.	All reports shall be received by the Contract Monitor on the dates specified in the Project Plan as agreed by the Contract Monitor.			
REPR 11.	The Offeror shall provide a separate reporting server to minimize impact on production environment. The data on the reporting server should be updated on a mutually agreed upon time frame.			

HIX Interfaces (Phase 1a)				
HIR 1.	The HIX shall interface with the CARES application - CARES will remain the system of record for Non-MAGI and social services. Eligibility information for Non-MAGI and social services will flow back and forth from CARES to HIX.			
	(CARES will remain the system of record for non-MAGI and social services. As part of Phase II, Non-MAGI data will be transferred to HIX but the interface will remain for the Social Services program. Eventually, HIX may also provide scalability to incorporate Social Services programs.)			
HIR 2.	The HIX shall interface with the Federal Data HUB - The federal government is planning on setting up a verification HUB to connect the States to federal data sources.			
HIR 3.	The HIX shall interface with the Medicaid Management Information System (MMIS) - The MMIS system is the payer of Medicaid and MCHP claims.			
HIR 4.	The HIX shall interface with the Maryland's Children's Electronic Social Services Information Exchange (MD CHESSIE) - MD CHESSIE is Maryland's foster care system. It contains information about children in foster care.			
HIR 5.	The HIX shall interface with the Systematic Alien Verification for Entitlements System - This system is a federal system which contains information on citizenship and immigration status and is checked manually by a caseworker.			
HIR 6.	The HIX shall interface with the Maryland New Hire Registry - This system is an automated match system that contains information on New Hire income and health insurance benefits for the State Maryland and is operated by PSI on behalf of DHR and DLLR.			
HIR 7.	The HIX shall interface with the Public Assistance Reporting System (PARIS) - This system is an automated match processes. PARIS has 3 parts – InterState matches, Veterans matches, and Federal matches. Currently case workers access this information manually.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
HIR 8.	The HIX shall interface with Lottery – This system is used to identify income/assets received from the Lottery.			
HIR 9.	The HIX shall interface with Child Support Enforcement System – This system contains child support payment information inside the State of Maryland and will be electronically connected via web service.			
HIR 10.	The HIX shall interface with Maryland Vehicle Administration – This system is used to verify current address information.			
HIR 11.	The HIX shall interface with VITAL Records – This system is used to verify death information and will be electronically connected via web service.			
HIR 12.	The HIX shall interface with WORKS – WORKS is a stand-alone cottage application that interfaces with CARES. It is used to track enrollment and attendance in employment related activities for DHR's work programs. It also provides critical data for TANF and SNAP federal reporting.			
HIR 13.	The HIX shall interface with Client Information System – This is where the critical screening of the customer takes place and it's the main storage for client information (Name, Date of Birth, Race, Sex, and SSN). The components of CIS are CARES, CSES, and SS (Services System). Registration of customers is completed through this system, providing a unique Individual Recipient Number (IRN).			
HIR 14.	The HIX shall interface with Maryland Automated Benefits System (MABS) – MABS provides comprehensive automated support for UI Benefits. It contains quarterly wage data and is connected with the National Directory of New Hires, (IBM) Database/2 (DB2) is the database management system.			
HIR 15.	The HIX shall interface with DC ONLINE This system is used to identify income and residency.			
HIR 16.	The HIX shall interface with Service Access Information Link (SAIL) – SAIL includes screening, applications, and interim changes. Development for completion of redeterminations is currently in process. This is Maryland's web-based screening and application tool that allows Maryland applicants to screen for eligibility, file an application (for FSP, TCA, LTC, MA, MCHP, MEAP, EUSP, and CCSP), report a change, print verification forms, and links to other information websites.			
HIR 17.	The HIX shall interface with Kidney Disease Program – Maryland's kidney disease program provides citizens qualified and certified dialysis and transplant centers to further the good health and well-being of the citizens of Maryland.			
HIR 18.	The HIX shall interface with ACS processing Primary Adult Care – Primary Adult care is an offline eligibility process which feeds information directly into the MMIS system.			
HIR 19.	The HIX shall interface with Third Party Administrators/ Insurance Carriers – These systems are the insurance payers. Depending on the eligibility, the Exchange will send enrollment data via a web service (details are still pending).			
HIR 20.	The HIX shall have the ability/scalability to interface with Express-Lane type eligibility determination systems.			
HIR 21.	The HIX shall have the capability/scalability to interface with SHOP functionality (details for this interface requirement are still pending and will be included in the Optional Task Order associated with phase 1b – key is that HIX is scalable to meet this need once defined).			

Security and Privacy (Phase 1a)				
SPR 1.	When visiting State facilities, the Offeror shall adhere to all State security requirements. This includes presenting photo ID, providing information for the obtaining of State-issued Offeror-badges, and at the discretion of Exchange management, wearing Offeror-issued and State-issued security badges prominently when inside State facilities and presenting ID upon request at any time.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
SPR 2.	The Offeror shall abide by the State's policies and procedures in force at each site.			
SPR 3.	The Offeror shall abide by the State's Security policies and procedures in force at each site and such as connecting equipment or other devices to the State's data network without prior approval of the State.			
SPR 4.	The Offeror shall ensure that all staff working under this contract agree to familiarize themselves with the requirements of the State of Maryland Information Technology Security Policies and any accompanying State and federal regulations, and shall comply with all applicable requirements in the course of this Contract.			
SPR 5.	The Offeror shall ensure that all staff working under this contract cooperates with the State in the course of performance of the Contract so that both parties shall comply with State Information Technology requirements and any other State and federal computer security regulations including cooperation and coordination with the auditors, Department of Budget and Management and other compliance officers.			
SPR 6.	The Offeror shall agree to enter into a connectivity agreement with Exchange. The agreement shall include, but not be limited to, the following:			
	• Not attaching any non-State owned computers to any State network without prior permission and assurances that the State security standards are met. Commercially available diagnostic tools may receive a blanket approval for use on the network, State owned PCs or other equipment as necessary to diagnose and resolve incidents.			
	• Security settings must be maintained to meet or exceed State security standards.			
	• Once established, no security provisions for firewalls, client, and server computers shall be modified without written State approval.			
	• Current updated virus software and virus definition files that are enabled to perform real time scans shall be maintained on all Offeror-supplied hardware.			
	• Dialup modem use is specifically disallowed while attached to the State network.			
	• Offeror shall not install or utilize remote control or file sharing software unless explicitly approved by the State.			
	Offeror shall sign any documents that are reasonably necessary to keep the Offeror in compliance with the State IT Security Policies.			
SPR 7.	The resulting Contract may require frequent visits to State facilities. Offerors shall discuss in their Technical Proposals measures utilized by their firm to ensure the security and safety of these buildings. This shall include, but is not limited to:			
	• Performance of security background checks on personnel assigned to this contract and how they are performed			
	• What the security check consists of			
	• The name of the company that performs the security checks			
	• Use of uniforms and ID badges, etc.			
SPR 8.	If security background checks are performed on staff, the Offeror shall indicate the name of the company that performs the check as well as provide a document stating that each employee has satisfactorily completed a security check and is suitable for assignment to the contract.			
SPR 9.	Upon request by Exchange, the Offeror shall provide the results of all security background checks.			
SPR 10.	The Offeror shall provide its own computer or laptop for each Offeror team member. Offeror equipment shall meet or exceed Exchange's standards for virus protection and security.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
SPR 11.	The Offeror shall not install or attach any of its equipment to the State LAN/WAN without express written permission from Contract Monitor. Blanket authorization may be obtained that would permit the Offeror to use required diagnostic tools to identify and resolve issues.			
SPR 12.	Failure to comply with State security requirements on the part of the Offeror or any of its designees will be regarded as a breach of the contract and will be followed by termination for default.			
SPR 13.	Each person who is an employee or agent of the Offeror or subcontractor shall display his or her company ID badge at all times while on State premises. Upon request of State personnel, each such employee or agent shall provide additional photo identification.			
SPR 14.	Security for the HIX should be supported through deployment of at least an X509 Public Key Infrastructure (PKI) featuring a Certificate Authority/PKI server. Lightweight Directory Access Protocol (LDAP) will be used for HIX service access control through username/password authentication support. Additionally, the HIX will adhere to the National Information Exchange Model (NIEM) and Nationwide Health Information Network (NHIN) standards, to support information exchange among various systems containing pertinent information to support HIX services. The HIX must also conform to the security requirements in the Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH).			
SPR 15.	The Offeror shall support individual rights specified in the HIPAA Privacy regulations.			
SPR 16.	The Offeror shall cooperate with State site requirements that include but are not limited to being prepared to be escorted at all times, providing information for badging, and wearing the badge in a visual location at all times.			
SPR 17.	The Offeror shall verify identity of all users/system, and deny access to invalid users. For example: a). Requires unique sign-on (ID and password) b). Requires authentication of the receiving entity prior to a system- initiated session, such as transmitting responses to eligibility inquiries			
SPR 18.	The Offeror shall include procedures for accessing necessary electronic Protected Health Information (ePHI) in the event of an emergency and continue protection of ePHI in emergency.			
SPR 19.	The Offeror shall enforce password policies for length, character requirements, forced reset intervals, and updates.			
SPR 20.	The Offeror shall support a user security profile that controls user access rights to data categories and system functions.			
SPR 21.	The Offeror shall support workforce security awareness through such methods as security reminders (at log-on or screen access), training reminders, online training capabilities, and/or training tracking.			
SPR 22.	The Offeror shall protect the confidentiality and integrity of electronic Protected Health Information (ePHI).			
SPR 23.	The Offeror shall monitor system activity and act on security incidents.			
SPR 24.	The Offeror shall provide access to all authorized HIX users (including Offeror and Offeror staff) within one (1) work day of employment / notification, following all required security checks and protocols.			
SPR 25.	The Offeror shall terminate access for all terminated HIX users by the end of their last business day, and within one (1) hour of notification by the Exchange.			

	Support Maryland Health Benefit Exchange to Implement the Affordable Care Act (ACA) Maryland Health Benefit Exchange (Exchange) SOLICITATION NO. EXCHANGE – (DHMSO294031) Attachment V - Consolidated Requirements Spreadsheet			
ID#	**Requirement**	**Functionality Currently Exists**	**Development & Customization Required**	**Comments**
SPR 26.	The Offeror shall provide the capability to conduct information security assessments of the systems and applications every six (6) months at a minimum and for every major system release or update as specified by the Exchange. The results of the assessments shall include a plan to mitigate any vulnerability uncovered. The vulnerabilities shall be mitigated prior to the next scheduled assessment or at a schedule defined by the Exchange.			
SPR 27.	The Offeror shall identify email and Internet spam and scams and restrict or track user access to appropriate web sites.			
SPR 28.	The Offeror shall detect and prevent hacking, intrusion, and other unauthorized use of system resources.			
SPR 29.	The Offeror shall provide the Exchange a report of any incidents of intrusion and hacking regardless of outcome.			
SPR 30.	The Offeror shall prevent adware or spyware.			
SPR 31.	The Offeror shall update virus blocking software daily and aggressively monitor for and protect against viruses.			
SPR 32.	The Offeror shall run a penetration test utilizing a tool on a schedule defined by the Exchange (e.g., every six months) providing logical and physical security assessments.			
SPR 33.	The Offeror shall provide any additional security and confidentiality capabilities based on industry trend, knowledge, and capability as defined by the Exchange requirements.			
SPR 34.	The Offeror shall develop and publish policies and procedures identifying security measures taken to protect PHI.			
SPR 35.	The Offeror shall conduct monthly physical security audit of selected requirements to ensure HIPAA compliance.			
SPR 36.	The Offeror shall review HIX access to all non-Exchange employees to make certain access is appropriate.			
SPR 37.	The Offeror shall provide the Exchange authorized IT staff read access to all databases.			
SPR 38.	The Offeror shall provide the Exchange authorized IT staff access to source code, libraries, etc.			
SPR 39.	The Offeror shall secure all software at Offeror's site by individual, group, or type of requestor.			
SPR 40.	The Offerors solution shall contain a data classification schema with data items flagged to link them to a classification category and has an access privilege schema for each user that limits the user's access to one or more data classification categories.			
SPR 41.	The Offerors solution shall alert appropriate staff authorities of potential violations of privacy safeguards, such as inappropriate access to confidential information.			
SPR 42.	The Offerors solution shall support data integrity through system controls for software program changes and promotion to production.			
SPR 43.	The Offerors solution shall establish a limit of unsuccessful attempts to access HIX application after which the user shall be disconnected. The system shall disconnect any user for whom a limit has been reached.			
SPR 44.	The Offerors solution shall provide audit reports to the Exchange for the purpose of tracking users and associated security groups, roles, settings, passwords, and duplicate IDs. The frequency and content of security audit reports shall adhere to policies defined by the Exchange.			
SPR 45.	The Offerors solution shall provide open and close door layer to log and report user logon and security policy acceptance.			
SPR 46.	The Offerors solution shall provide security administrative rights to designate the Exchange security administrator(s) for purpose of adding, updating, and deleting State staff security access.			
SPR 47.	The Offerors solution shall ensure the security of all State documents and data. The system shall provide complete segregation of the Exchange State data and files from the data and files of other Offerors/Offeror customers.			

ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
SPR 48.	The Offerors solution shall support data integrity through system controls for software program changes and promotion to production.			
SPR 49.	The Offerors solution shall support a single sign on process.			
SPR 50.	The Offerors solution shall implement table-driven role-based security for every user. This security shall include controlled access to individual screens and fields, hyperlinks, and menu options. Role based security shall also be applied to a specific the Exchange program(s) or job category(ies).			
SPR 51.	The Offerors solution shall provide secure transmission of all online claims in compliance with Maryland State IT Security Policy.			
SPR 52.	The Offerors solution shall provide strong password protection and password management capability. The system shall not allow generic or shared passwords, except as specifically authorized by the Exchange.			
SPR 53.	The Offerors solution shall implement security across the Internet (including but not limited to: user profiles and passwords, level of encryption, certificates, firewalls, etc.) that meets or exceeds HIPAA privacy and security regulations as well as HITECH rules. Listed below are the administrative transactions that are required of HIPAA interfaces and that the Offerors solution must produce. In the industry these transactions are commonly referred to by a certain number which is included next to each in parenthesis: • Health claims or equivalent encounter information (837) • Enrollment and disenrollment in a health plan (834) • Eligibility for a health plan (270/271) • Health care payment and remittance advice (835) • Health plan premium payments (820) • Health claim status (276/277) • Referral certification and authorization (278)			
SPR 54.	The Offerors solution shall provide complete control and accounting of all data received, stored, accessed or transmitted to assure administrative, physical, and technical security of the data.			
SPR 55.	The Offerors solution shall provide ad-hoc reporting capabilities on the Exchange defined security metrics.			
SPR 56.	The Offerors solution shall provide a system security layer that is fully functional and operational in the Exchange EDP environment, including that portions controlled by the all Offerors, Offeror s and that portion controlled by the Exchange.			
SPR 57.	The Offerors solution shall log and report to the Exchange security management team all unauthorized attempts to access HIX application.			
SPR 58.	The Offerors solution shall automatically suspend all HIX users who have not accessed the system within a specified number of days as specified by the Exchange. The suspension requirements shall be configurable and distinct for each system environment.			
SPR 59.	The Offerors solution shall provide convenient, secure, and web-based methods to receive requests for authorization to access HIX and for the Exchange staff to approve and grant access.			
SPR 60.	The Offerors solution shall support saving of user profiles for archival purposes, with the functionality to re-use the profile as necessary.			
SPR 61.	The Offerors solution shall load lists of authorized users from trusted data sources supplied by the Exchange.			

	Support Maryland Health Benefit Exchange to Implement the Affordable Care Act (ACA) Maryland Health Benefit Exchange (Exchange) SOLICITATION NO. EXCHANGE – (DHMSO294031) Attachment V - Consolidated Requirements Spreadsheet			
ID#	**Requirement**	**Functionality Currently Exists**	**Development & Customization Required**	**Comments**
SPR 62.	The Offerors solution shall support distribution, gathering, processing, and storing of security authorization forms to ensure access is granted only to authorize the Exchange users.			
SPR 63.	The Offerors solution facilities shall be housed in a secure area, protected by a defined security perimeter, with appropriate security barriers and entry controls to include, but not limited to: a). Physical access to the center shall be controlled b). Access by visitors to the center shall be recorded and supervised, and c). Access rights to the center shall be regularly reviewed and updated.			
SPR 64.	The Offerors solution communication switches and network components outside the central computer room shall receive the level of physical security necessary to prevent unauthorized access.			
SPR 65.	The Offerors solution shall provide both column and row-level security access.			
SPR 66.	The Offerors solution shall contain verification mechanisms that are capable of authenticating authority (as well as identify) for the use or disclosure requested. This includes but is not limited to: Permits inquiries on claim status only for claims submitted by the inquiring Provider.			
SPR 67.	The Offerors solution shall support encryption and decryption of stored ePHI or an equivalent alternative protection mechanism.			
SPR 68.	The Offerors solution shall support encryption of ePHI that is being transmitted, as appropriate.			
SPR 69.	The Offerors solution shall support integrity controls to guarantee that transmitted ePHI is not improperly modified without detection to include providing secure claims transmission.			
SPR 70.	The Offerors solution shall provide data integrity of ePHI by preventing and detecting improper alteration or destruction (including but not limited to: message authentication, digital signature, check sums etc).			
SPR 71.	The Offerors solution shall implement audit trails to monitor PHI received; identify format, access, and purpose for use and test against policies.			
SPR 72.	The Offerors solution shall perform data mapping to identify the Protected Health Information (PHI) contained in the system and allow secure electronic transfer in order to perform HIPAA business functions.			
SPR 73.	The Offerors solution shall provide the capability that all system usage can be traced to a specific user.			
SPR 74.	The Offerors solution shall generate alerts for conditions that violate security rules, this includes but is not limited to: a). Attempts to access unauthorized data and system functions b). Logon attempts that exceed the maximum allowed c). Termination of authorized sessions after a specified time of no activity			

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ID#	Requirement	Functionality Currently Exists	Development & Customization Required	Comments
SPR 75.	The Offerors solution shall log and examine system activity in accordance with audit policies and procedures adopted by the Medicaid agency.			
SPR 76.	The Offerors solution shall provide security incident reporting and mitigation mechanisms, including but not limited to: a). Generates warning or report on system activity based on security parameters b). Terminates access and/or generates report when potential security violation detected c). Preserves and reports specified audit data when potential security violation detected			
SPR 77.	The Offerors solution shall support procedures for guarding, monitoring, and detecting malicious software (including but not limited to: viruses, worms, malicious code, etc.).			
SPR 78.	The Offerors solution shall provide automatic logoff of a user if a key is not depressed within the time established by the Exchange system policies.			
SPR 79.	The Offerors solution shall have the ability to restrict user from concurrent logons. (multiple logins under same User ID).			
SPR 80.	The Offerors solution shall provide the ability to recover the User ID and password via a secure automated method.			
SPR 81.	The Offeror shall identify security risks, recommend procedures to minimize them, and implement such procedures, as appropriate, unless directed otherwise by the Exchange.			
SPR 82.	The Offeror shall create security policies and procedures for Exchange's review and approval, including a breach of security action plan and escalation protocols. At a minimum, meet National Institute of Standards and Technology (NIST) Handbook (Introduction to Computer Security) guidelines for management controls, operational controls, and technical controls.			
SPR 83.	The Offeror shall ensure that any changes to the approved security policies and procedures are approved through the established Change Control Board process before implementation.			
SPR 84.	The Offeror shall initiate corrective actions to ensure breach will not occur again if it is within the Offeror's scope of responsibility. Preparing and retaining documentation of breach investigations and providing copies to Exchange within twenty-four (24) hours of detection of the breach.			
SPR 85.	The Offeror shall assist in the recovery of lost/damaged information that results from security violations.			
SPR 86.	The Offeror shall offer the latest, commercially available and industry accepted encryption technologies for any file transfers or information exchanges within the HIX network and through the Internet and with any potentially unsecured network.			
SPR 87.	The Offeror shall notify the Exchange in writing no less than quarterly of the efforts currently employed to ensure complete security at the data center.			
SPR 88.	The Offeror shall adhere to all State and Federal requirements to secure, store and dispose of data.			
SPR 89.	The Offeror shall fully describe how it prevents unauthorized physical and network access.			
SPR 90.	The Offeror shall review system security logs on a daily basis.			
SPR 91.	The Offeror shall review system and network access logs on a daily basis.			
SPR 92.	The Offeror shall inform the Exchange when emergency security patches are made available and develop a plan to apply those patches as soon as possible following plan review and approval by Contract Monitor.			

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ID#	**Requirement**	**Functionality Currently Exists**	**Development & Customization Required**	**Comments**
SPR 93.	The Offeror shall notify the Exchange Contract Monitor should any reviews reveal unusual activity or system compromise. The Offeror will immediately activate a communication strategy to inform Exchange of any detected system anomaly/anomalies. The Offeror will identify and prepare a mitigation response strategy. The Offeror will perform all mitigation activities with constant, accurate and effective communication to ensure Exchange is aware of goings-on.			
SPR 94.	The Offeror shall develop an ongoing strategy for continually evolving tools and methods to address system security.			
SPR 95.	The Offeror shall ensure that Exchange's internal auditors and/or appointed third-party auditors will be granted access and given the right to audit the physical, logical, and environmental security of Offeror's facility.			
SPR 96.	The Offeror shall ensure that Exchange's third-party auditors will have security access at the Offeror's facility as authorized in writing by Exchange.			
SPR 97.	The Offeror shall be responsible for developing A Security Plan that meets Systems Security chapter of the FNS Handbook 901 including assessments no less than bi-annually. (http://www.fns.usda.gov/apd/Handbook_901/V_1-3/TOC.pdf)			
SPR 98.	The Offerors solution shall support appropriate confidentiality rules for requests for confidential communications (45 CFR 164.522(b)); within the confine of State/Federal laws.			